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DECEMBER 1939

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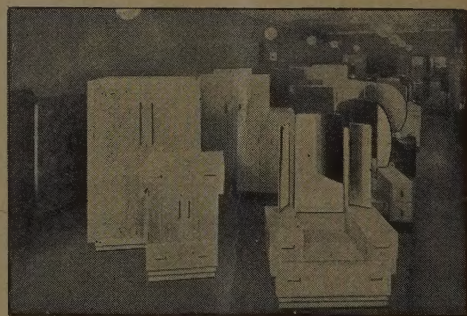
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Local Government SERVICE



OFFICIAL JOURNAL OF THE NATIONAL ASSOCIATION OF LOCAL GOVERNMENT OFFICERS

DECEMBER, 1939

No. 12 Vol. XIX

CONTENTS

AUNT SALLIES—OR ADVISERS	PAGE 345
HOW NALGO IS SOLVING WAR PROBLEMS	- 346
BRANCH MAGAZINES: THE NEWSLETTER	- 353
CALLING ALL WOMEN: KILL THAT "APATHY"	- 354
BOGEY—by Miss Edna Dawson	- 354
PAY FIT FOR HEROES TO LIVE ON—by "Jackass"	- 356
"AT RANDOM"—by "Hyperion"	- 358

READERS' FORUM	PAGE 360
HOW ESSEX C.O. WON WAR PAY DECISION	- 362
ADVICE FOR THE CITIZEN	- 364
NO WARTIME CHECK TO SALARIES DRIVE	- 366
SCOTTISH NOTES	- 367
392 AUTHORITIES MAKING UP PAY	- 368
EMERGENCY COMMITTEE AT WORK	- 372

NOTES AND COMMENTS

War Service Pay

NOW that most of the big local authorities have adopted the permissive clauses of the Local Government Staffs (War Service) Act, it is safe to estimate that between 70 and 80 per cent of local government officers on war service are having their civil pay made up in full. For that they have NALGO to thank. But for its persistence and drive, nationally and locally, in pressing the officers' case on Government departments, Parliament, local authorities, and the Whitley councils, it is certain that the obstructive attitude of the County Councils Association and the negative one of the Association of Municipal Corporations would have produced a far less satisfactory result.

Those facts, however, offer no consolation to the remaining 20-30 per cent of officers whose patriotic sacrifice is being totally unrecognised by their authorities, or who are being subjected to various shabby devices to reduce the amount which Parliament has agreed they ought to have. We cannot relax our efforts to remove anomalies and injustices until we have secured equal treatment for all.

In the "black spots"—some of which we list this month—the struggle will be hard. We shall need to bring all our pressure forces, local, regional, and national, to bear, and to show everywhere the same fighting spirit and refusal to admit defeat which the Essex County branch has so effectively demonstrated.

Essex Gives a Lead

THAT demonstration, of which we give an account on page 362, was an outstanding example of the triumph of determination and pertinacity. Essex County Council, as we recorded last month, went back on a pledge given to the staff six months before the war, and adopted a scheme under which single men would get nothing and married men would receive allowances based upon a "means test" inquiry into their private affairs.

The branch fought this miserable proposal with all

its vigour. Enlisting the aid of Headquarters, it conducted a vigorous Press campaign, circulated its case to each member of the council, told its story by deputation to the general purposes committee, and secured the approval of NALGO's emergency committee for legal proceedings. Happily, the last were unnecessary; the council, impressed by the argument so powerfully presented, abandoned its ill-begotten plan and substituted an improved version of the Oxfordshire scheme, under which all employees earning under £300 will have their pay made up in full, and all over that figure will secure a proportion of their civil salary.

Here is an encouraging lead to other branches suffering under authorities unmindful of the responsibility they owe to their staffs.

A Local Civil Service?

THE Essex "means test" scheme, incidentally, has served one good purpose by provoking a stimulating controversy in the "Municipal Journal" on the question whether local self-government—which alone would justify moral support for a measure so far out of line with normal practice—is a fact, or just one of those impressive phrases to which we are, as a nation, so fond of paying lip-service.

Mr. W. Rainey-Edwards, town clerk of St. Ives, writing in the November 17 number of the journal, suggests that it is the latter. Not only is a local authority unable to undertake any enterprise, however much its inhabitants may support it, without sanction of the central government; in all administrative matters it is hedged about with a complex system of statutory and ministerial controls. Except, however, in the management of its staff. There it has a large measure of autonomy, often with disastrous results.

"Hundreds of local government officers," writes Mr. Rainey-Edwards, "are today only too painfully aware of the elected representatives who desire not only to direct affairs in matters of policy, but who consider their function unperformed until they direct the activities of the office-boy as well. . . . The elected

representative, reared under the wing of so-called local self-government and finding himself limited and supervised in all matters of policy and principal finance by the central government, extricates his electoral conscience from the abounding confusion by setting to work to manage minutely the town hall and council offices.

"The position of the local government officer in such circumstances is unenviable and greatly to be deplored. . . He is prevailed upon to study his occupation, to back it up with a scientific conception of administrative principle and to obtain adequate professional qualification enabling him to produce the best on all occasions. . . Yet nothing may be possible in the face of elected representatives endeavouring to direct a course unknown to them by reason of an honest misconception of their function."

The conclusion, if we are to have efficiency in administration, is obvious. Whatever the degree of self-government eventually allowed to local authorities, there must be uniformity of staff conditions; in other words some approach, in fact if not in name, to the "local civil service" urged by Maldon and Coombe branch at the Torquay Conference.

Cost of Living

BEFORE the war pay battle is behind us, another lies ahead. The cost of living has already advanced nearly ten per cent, and is still rising; millions of industrial workers have already had wage increases; we cannot delay action to meet the position.

It is imperative, if we are to avoid a host of sporadic applications that will cause more injustice than they alleviate, that such action should be national, not local. Already steps have been taken to secure in the National Whitley Council agreement on a national formula for the assessment of bonus awards acceptable to provincial councils and employing bodies, and the provincial councils have been asked to await a recommendation from the National Council. Simultaneously, NALGO's emergency committee has approved the formula to be put forward. Things are moving, and by Christmas there should be substantial progress to report.

The Overtime Evil

EXCESSIVE overtime provides another problem upon which early action is essential. Local government officers do not begrudge working long hours for the communal good—the newspapers have been recording how the staffs at Plymouth, Worthing, and other towns have saved their ratepayers thousands of pounds by voluntary work or refusal of overtime payment—but they are not superhuman. Already we hear of officers breaking under the strain and being ordered away for lengthy periods of sick leave. If the present pressure is long maintained it is bound to result in a slackening of efficiency, possibly at the moment when such a slackening would be fatal. For the health of the Service, as well as of the officer, local authorities must be induced to solve this problem and get back without delay to something approaching normality in working hours.

Gathering Ammunition

DESPITE the unrelaxed pressure of emergency work, a number of branches have responded with energy to Headquarters' appeal for "ammunition" with which to fight the officers' case for just recognition of the exceptional tasks they are now performing. In Brighton, for example, the honorary secretary,

though himself working 15 hours a day, wrote to every member of the branch seeking information of what he had done since the war, and analysed 120 replies, in addition to official reports. East Ham sent a questionnaire to all its members. In other places, branch secretaries and public relations correspondents have personally collected information.

Magnificent as this work is, it is still too scattered to present a comprehensive picture. Of NALGO's 670 branches, no more than five per cent have yet sent their contribution. We must have more than that if we are to tell the story well and effectively.

A Service to be Proud of

NEVERTHELESS, even in its present rough outline, the picture is one that should fill every citizen with pride in his local government service. It shows staffs working thousands of hours of overtime loyally and cheerfully, tackling unprecedented jobs with skill and initiative, overcoming all manner of obstacles. We cannot better sum up the impression given by the material than in the words of Brighton's branch secretary:

"I have been worked to death, have forgone holidays, week-end respite, mealtimes, but I don't want anyone to think I am grouching; I am proud to have done my bit to make the new order a success."—Those sentiments have been expressed on all sides. Time, services, cars, petrol, and every effort ungrudgingly given. One hates to crack up the Service of which one is so intimate a member, but these people, who may grouse when we are in the midst of peace because some little thing goes wrong, have a grand spirit when a challenge is made."

So long as that spirit animates the Service the future of local government and of NALGO is assured.

What is a "Temporary" Worth?

APPPOINTMENTS of temporary staff to replace men called up are already causing trouble in some areas. One of the most disquieting was at Weston-super-Mare, where two young officers receiving £100 a year each were replaced by two "temporaries" at £156.

Although Standing Orders of the Council provide for advertisement of vacancies or application to the local labour exchange, these clerks were chosen from three submitted by the head of the department from a list of applicants for war-time vacancies. Both were relatives of other officers on the staff, and neither had previous local government experience.

The branch protested, and asked the head of the department and the chairman of the committee concerned for an interview. This was refused, and the branch thereupon asked the Council to receive a deputation. But the Council, after endorsing the action taken, refused to receive the deputation. It was later revealed that the calling-up of both the officers had been deferred, and that the temporary officers had, therefore, been given notice.

Salaries at Weston-super-Mare are below standard, and the staff feel that such appointments, which may become permanent, endanger chances of promotion. They also find it remarkable that duties performed by permanent officers with a salary of £100 a year should require temporary appointments at £156.

AUNT SALLIES — OR ADVISERS?

How Officers Could Help to Solve War Problems

BETWEEN the officers of the civil service and the officers of local authorities there are the bonds of a common task, a common ideal of service, and of much common sentiment. Both are colleagues in the service of the public and partners in the administration of local government; both are confronted by similar problems and exposed to the same kind of attack. It was with great pleasure, therefore, that local government officers heard the Prime Minister's spirited, straightforward, and generous defence of civil servants against criticism of the kind which has recently been rife. In inviting the public to lay their blame on the shoulders of those responsible for policy he made a gesture which all local government officers will appreciate.

With hardly less pleasure did many of us read the remarks of the "Daily Telegraph" in its recent leader on the same theme. Public servants do not ask to be immune from criticism, but it is due to them, and in the national interest, that unfair attack should be countered; and the "Telegraph's" leader, as knowledgeable as it was characteristically fair, did this with telling effect. As the leader pointed out, the irresponsible critic always wants the best of both worlds: the iron efficiency of autocracy with freedom for all to do as they like; the nth degree of help and protection by the State with nothing to pay in the way of a bill.

A Great Achievement

No one will pretend that in the vast turnover to war mistakes have been absent. The local government Service knows enough of the facts, however, to be able to say with certainty that when the history of our war preparations can be written it will show that no nation at any time in the history of the world ever accomplished so much in so short a time, or accomplished it so well. Great as the organizational task has been in such preparations, it is only one part of them. It has, for example, throughout been dependent on, and limited by, the tempo of a vast psychological change in the public. It is no more than four years since we started almost from "scratch," with the public mind unawakened to either the wisdom or the necessity of organization for war. No one knows better than the local government officer up to how comparatively recent a date half-heartedness persisted even in A.R.P., or how much this attitude thwarted and delayed his organising task in this sphere. Nor is he surprised—for it is part of his everyday experience—when he sees those who were antagonistic or indifferent to the needs of a situation the first to demand readiness in every detail when the need at last dawns upon them.

Having said something in this column last month of the large and onerous part that has fallen to the lot of local government officers in these preparations, the Prime Minister's speech and the "Telegraph's" leader prompt us to repeat what we then added. It is the

local government officer rather than the civil servant who stands most exposed to unmerited criticism and attack. His part in war measures calls upon him to justify not only his own work to the public, the local authority, and the Government, but the work of the local authority to the public and the work of the Government Departments to both. Other voices than his own should be raised in his defence against unmerited criticism, and as he is now so much an agent of the Crown it is to be hoped that the Government itself will, if need be, afford him a protection like to that which the Prime Minister has afforded the civil service.

Consult the Man Who Knows!

We also hope the Government will recognize the great help local government officers could give, if afforded the opportunity, towards the smooth discharge of all war measures which have to be administered locally. Their role hitherto has been the carrying out of plans and instructions formulated by Whitehall with little prior consultation with them. Had such consultation been practised, many of the mistakes made, and the sources of friction with the public, might have been avoided. The typical local government officer combines professional with administrative experience, has a wide background of social knowledge, has had to face all sorts of new tasks since the last war, and has always had to carry out his work "in the field"—on the battleground of the social, personal, and economic forces to which public administration must be adapted, and which provide it with its final test. He is peculiarly well adapted to recognize the most suitable modes of administering any task which has to be carried out on a decentralised basis, and to visualise the interactions of the public and private spheres; and his daily experience gives him a trained eye for those methods which are administratively effective and at the same time cause least friction with the public.

Strong as our admiration for the civil service is, we cannot believe it to be omniscient. Lacking as it does the "field" experience of the local government officer, it could not fail to profit by his counsel and collaboration. Nor could the nation: it should not be denied the assistance in counsel, as in execution, of the unrivalled administrative knowledge and experience of local government officers. True, Whitehall consults the representative associations of the local authorities from time to time. That is not the same thing. Such consultation relates to general lines of policy and questions of finance. Prospective war-time measures call for a much closer exploration, extending to executive arrangements, and the consultation should be habitual, systematic, and blessed by the local authorities. This Association is itself well fitted to arrange for the establishment of the necessary machinery. If the Government avails itself of trade union help in industry, why not of the help of a professional organization in administration?

HOW NALGO IS SOLVING YOUR WAR PROBLEMS

Basis for a Vigorous and Progressive Policy

WE have been at war for three months. The stresses and dislocation of the first days, when peace-time democratic machinery was adapting itself to the prosecution of totalitarian warfare, have now generally been overcome. Although much disturbance of normal life remains, we can begin to take stock of the position, to see where we stand, and to endeavour to look into and plan for the future.

How has the transfer from peace to war affected local government and the local government officer? What new problems has it brought and threatened? How, as individuals and as an Association, are we to meet those problems? To what extent will their solution require any change in the policy, machinery, and direction of NALGO?

These are some of the questions which members and branches should be asking themselves to-day, for upon the answers we give to them depends the future of our Association. In this article we shall attempt to provide some of those answers, and to indicate the lines upon which the Association's efforts might now be directed. The views expressed, of course, are personal only; they are offered as a basis for discussion, not as a final programme. They will probably be found to be incomplete and inadequate. Nevertheless, they form a foundation upon which, with the help of members everywhere, a progressive and vigorous war-time policy can be built.

Of the need for such a progressive and vigorous policy there can be no question. In this war, NALGO, in common with every other democratic organisation, is facing the test of its history. It will, assured of the energy and enthusiasm of its members and of the wisdom and enterprise of those who direct them, come out of the crisis, as it has come out of others, stronger than ever before, attaining greater heights of influence, prestige and authority than most of us now dream of. As the last war made NALGO, so this one will temper it, giving it the edge, resilience, and thrust that the times demand.

Six-Point Programme

Before reviewing the special problems war has brought us, we can, it is suggested, claim that all are soluble within the framework of the Association's present programme. That programme we may possibly define in the following six points:

1. General recognition of local government as a national Service, essential to communal well-being, and calling for the best brains and technical skills available.
2. National and uniform standards of recruitment, qualifications, training, salary, and promotion, designed to obtain staffs of the highest efficiency, and to provide in every branch of the Service an opportunity for a secure and satisfying career.

3. Extension to every area and every local authority of the principles of collective bargaining through the machinery of Whitleyism.
4. The removal of all discrimination on grounds of sex, race, religion, or political allegiance.
5. The abolition of patronage, nepotism, and corruption in every form.
6. The maintenance throughout the Service of the highest standards of personal and professional integrity.

What are now the special problems war has brought and is bringing, and how should we tackle them in the light of the programme outlined above? It will be convenient to set them out in some sort of rough classification.

SALARIES AND SERVICE CONDITIONS

Fight against Anomalies in War-time Pay Awards

Here six major problems are already with us or loom on the horizon.

(a) **War Service Pay.** Of the 569 authorities which have reached a decision, 392, or 69 per cent are making up war service pay in full, 129, or 23 per cent are making qualified payments, and only 48, or 8 per cent are doing nothing. Disappointing as those figures are to the officers employed by the minority which are supplementing war pay inadequately or not at all, we know that the Minister of Health's appeal for general adoption of the permissive clauses of the Local Government Staffs (War Service) Act would not have had the reception it has but for the drive supplied by NALGO. To-day the majority of local government officers on war service are getting their pay made up in full. But, as NALGO's spokesmen foreshadowed during the drafting of the Bill and its passage through the House of Commons, the absence of compulsion has led to inequalities, injustices, and anomalies, some of which are imposing great hardship. We cannot rest content with the position as it is.

We must, therefore, maintain the most vigorous pressure on all backward authorities, hammering home our case by every means available, through branches, districts, and headquarters, using Whitley machinery, direct approach, Press publicity, Parliamentary action, whichever is the most appropriate in each set of circumstances, and not relaxing until we have obtained full satisfaction. Some branches have, by pertinacity and enthusiasm, achieved notable successes. A few have been content to accept adverse terms laid down by their authorities. Such branches imperil the advancement of the conditions of all officers. They must recognise that the work of local government is of

Immediate Move for National Cost-of-Living Bonus

equal importance wherever it is performed, and that NALGO must call with a united voice for uniformity of treatment. Only by continuous and determined action can we attain that object.

In some areas, false arguments about "inequality of sacrifice," "creating a privileged class," "burden on the ratepayers," and the like have been allowed to go by default: they should be challenged and refuted. In others, councils have been swayed by the unwillingness of small employers among their members to supplement the war service pay of their own staffs: their motives should be exposed. This is a national question, overriding local circumstances and local prejudices: we must not allow them to dictate to the Service.

Inevitably, as with so many other service conditions problems, the satisfactory solution of this one depends largely on the individual branch. Where the branch is strong and active, with a general policy that has won the respect of the council, and a public relations programme that has won it the understanding of Press and ratepayers, the fight will not be difficult. Where the branch is weak and ineffective, unrecognised by the Council, the fight is bound to be hard. Nor can the most efficient district and headquarters organisation make headway against local apathy and obstruction. Here, then, is an immediate task for the officers in every branch that falls short of the highest standards of enterprise and enthusiasm.

(b) **The "Economy" Threat.** Already, the growth of war-time expenditure, national and local, is raising the familiar cry for more "economy." Officers know well what that means—an attack on salaries, as the first and easiest victim of the "axe." If it comes, we must be ready to meet it. Our case is a good one. Local government officers to-day are doing work of such national importance that they can fairly claim salaries far higher than most are now getting: they should be strong enough to meet any attack on present standards. Headquarters is gathering the ammunition for the battle, and has asked branch secretaries and public relations correspondents to help supply it. If they will do so, sending immediate warning also of any threatened attack, and if branches will assemble their own forces in readiness, we shall meet and defeat the danger.

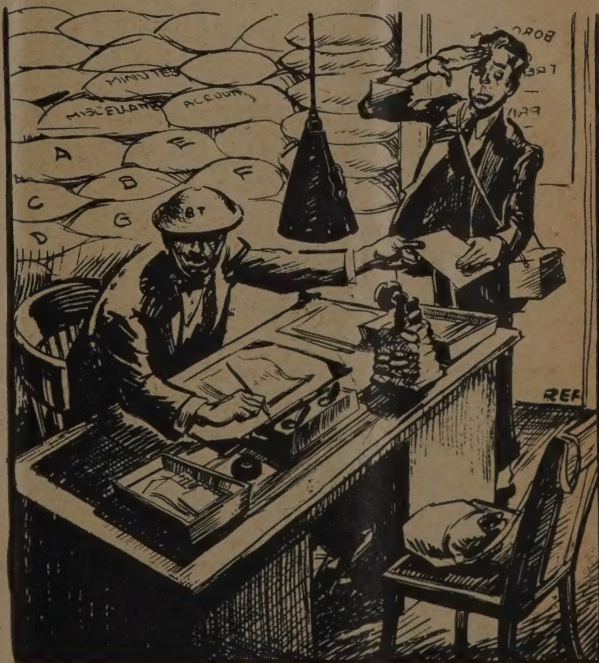
(c) **Rising Cost of Living.** It is probable that this more urgent problem will prevent any move for reductions of salaries from succeeding. But it will not, unless we are awake and active, prevent a general depreciation of real income. Already, the cost of living has advanced by ten per cent—possibly more, since black-coated workers do not regard the official cost of living figure as adequately reflecting their circumstances—and it is likely to rise still higher. While NALGO has no wish to contribute to the "vicious spiral" of wages chasing prices, it cannot allow a rising price-level to reduce the living conditions of its members, and it must see that their standards are protected.

We must attempt to solve the problem on national lines, utilising Whitley machinery. Already one provincial council has expressed the view that any settlement should be national in scope; the National Whitley Council is considering the whole question this month.

However much the present cost of living index figure has been under dispute, we must use it as the best available index of the rise in prices, and base our claims upon the advance recorded since the months immediately preceding the war. NALGO does not intend to wait for any other body to give a lead; it is acting now, promptly and effectively.

(d) **National Salaries Campaign.** How will this present concentration on cost-of-living awards affect the national salaries campaign, so emphatically endorsed at the Torquay conference? That campaign has not been, and will not be, neglected. We must, however, recognise that war has created special difficulties, such as the fact that a large proportion of the younger staffs of local authorities are now serving with the Forces. Nevertheless, the levelling-up of minimum salaries on a national basis is being actively continued, and no opportunity for a further advance is being lost.

(e) **Temporary Staffs.** As in the last war, the abnormal recruitment of temporary staffs is bound to raise a number of problems. Some have already arisen. In one town the council has been discussing what will happen should its temporary officers be called up for war service. Under Section 14 of the National Service (Armed Forces) Act, 1939, it will be compelled, after



"File—second sandbag to the right!"

Ending the Overtime Evil : Salary Anomalies

the war, to reinstate them as well as the men they have replaced, with the result that its staff at the end of the war will, in theory, be bigger than it was at the beginning. Further, will this dilution of the Service by relatively untrained and mainly female labour result in any deterioration of salaries and service conditions? Branches must see both that the positions of permanent staff are protected and that temporary staff are not engaged at salaries below the market rate. If they will report any infringement of these stipulations immediately to Headquarters, it will be possible to take or suggest effective action.

(f) **Overtime.** Immediately before and after the outbreak of war, officers everywhere worked excessive hours of overtime. They did so willingly and without thought of complaint, regarding that as their contribution to the national effort. But the pressure of emergency has now relaxed, and it should be possible—as the Minister of Home Security has advised—to secure a greater measure of normality. The time has come for branches to tackle the question of overtime, particularly among their younger members. Where this cannot be done by the branch alone, divisional officers and Headquarters will help.

An unexpected aspect of the problem is the fact that overtime payment has been sanctioned for certain branches of civil defence work, such as fuel and food control, but not for others, such as control centre duty, nor for normal local government work. This produces the indefensible anomaly of one man leaving his normal work unfinished at five to do four hours' food control, for which he is paid extra, while his colleague stays behind to complete the job he has left without any recognition beyond nominal "tea money." In these and similar injustices, branches should act, either directly or through Headquarters.

CIVIL DEFENCE PROBLEMS

Astounding Pay Variations : Critics Who Must be Silenced

Not unnaturally, this new branch of local government service which, in a few months, has multiplied the number of its staffs and the pressure of their activity a thousand-fold, has presented many difficulties. Some may not yet have come into the open, but we can state the major ones:

(a) **Variations and Anomalies of Payment.** Largely as a result of the failure of Whitehall officials to consult local government opinion through the Whitley Councils, the salaries paid to staffs engaged on civil defence present an extraordinary picture. We have girl clerks in food control offices receiving twice the salaries of girls doing similar work at the Town Hall, young local government officers earning £2 a week controlling A.R.P. wardens getting £3, surveyors' staffs "standing by" in decontamination or demolition squads at £3, while their colleagues, still at work, get £2 15s., and so on. These anomalies and injustices provide another example of the need for vigilance and report by branches. It is useless for members merely to grouse when they find themselves at a financial disadvantage to A.R.P. staffs.



"That reminds me—I've forgotten to pay my rates!"

They must act, through the Association, which will find the remedy.

(b) **Conflict of Loyalties.** The fact that the direction of civil defence, in general and in detail, comes from the Government rather than from local authorities has, in some areas, placed officers in a difficult position. Some members of local authorities are severely critical of certain aspects of the defence services. They feel, perhaps, that the shelter scheme is inadequate, that the warden's system is too elaborate and expensive, or that precautions against gas are unnecessary. But instead of directing their criticism against the Government that has laid down the policy, they turn it on the officer who is carrying it out. In one authority a particular councillor regularly holds up the chief officers to public ridicule over the A.R.P. measures they have taken; in many others prominent or vocal ratepayers do the same. This type of difficulty can best be solved by tactful handling of the council and an active public relations policy. If a branch secures the ear of the local Press and replies promptly and effectively to all ignorant or malicious criticism, it will soon put a stop to it.

(c) **Excessive and Continuous Duty.** While this problem has been dealt with in the reference to overtime above, it merits attention in any consideration of Civil Defence questions, since it is in that field that abuses are most prevalent. Thousands of officers are still

Planning to Meet the Administrative Revolution

devoting the greater part of their "leisure" to A.R.P. duty of one kind or another, often to the prejudice of their health and their normal work. It is time these evils—damaging from a national as well as a personal aspect—were remedied, and if approach to the council will not produce the remedy, branches should seek the aid of Headquarters, or in consultation with Headquarters, go direct to the public through the Press.

THREAT TO SOCIAL SERVICES

Need for Vigilance if Officers' Rights are to Be Safeguarded

It is clear that we are at the beginning of vast changes in the whole machinery of public administration. Since war began, housing, slum-clearance, roadmaking, have practically ceased, education has been thrown into turmoil, and civil defence has become the principal task of local government. Yet other drastic changes of impetus and emphasis are threatened. While most, no doubt, will be temporary, limited by the duration of the war, others may be permanent. The financial aspect alone will ensure that local government will never again be what it was even four months ago. The assumption of greater control by Whitehall, the direction of civil defence through regional controllers, the enhanced authority of the county council, all these factors will influence the revolution in method and machinery we are now witnessing. The long-term effects of that revolution will be dealt with later; at the moment we must consider the first and immediate problems.

(a) **Redundant and Inadequate Staffs.** While this question affects many departments, it is probably most acute at present in the education service. In the evacuation areas the departure of the schoolchildren has lightened the work of some departments, while it has thrown an impossible burden on the staffs in the reception areas. The Ministry of Health has suggested one solution, in its recommendation that some officers in the school medical services should follow the children. Such a transfer, however, will create problems of its own—problems of salary, of service conditions, of living and working accommodation, and so on—all of which must be closely watched. Where transfer is impossible, everything practicable must be done to find alternative employment for, and to safeguard the superannuation rights of, officers whose jobs have been made redundant. Whitley negotiation may provide the solution for many of these problems.

(b) **Threatened Services.** As has already been stated, some local government services have been seriously curtailed; others are threatened by financial stringency and the pressure of more urgent needs, how seriously threatened it is not yet possible to say. If the war is a long one, the whole of our magnificent system of social services, built up over the past century, may be faced with collapse. It is the duty of the officers who have helped to create and maintain it to join with all the public-spirited men and women who have supported it, to see that it survives. It would be a betrayal of all we believe in were we to allow it to fall victim to a war waged for the

preservation of democracy. Here is a task calling for all we can summon of brains and energy.

(c) **New Services.** Civil Defence is the first of the new services created by the war; others may follow. What is to happen to them, and to the staffs which have been trained to operate them, when the war is ended? How far will they remain a permanent feature of the administrative landscape, how far will they be disposed of as "war surplus stock"? While we cannot yet presume to forecast, we should be watching, reviewing, planning, and deciding upon a policy.

CURBING THE OFFICIAL-BAITER

Public Relations the Cure for Unfair Criticism

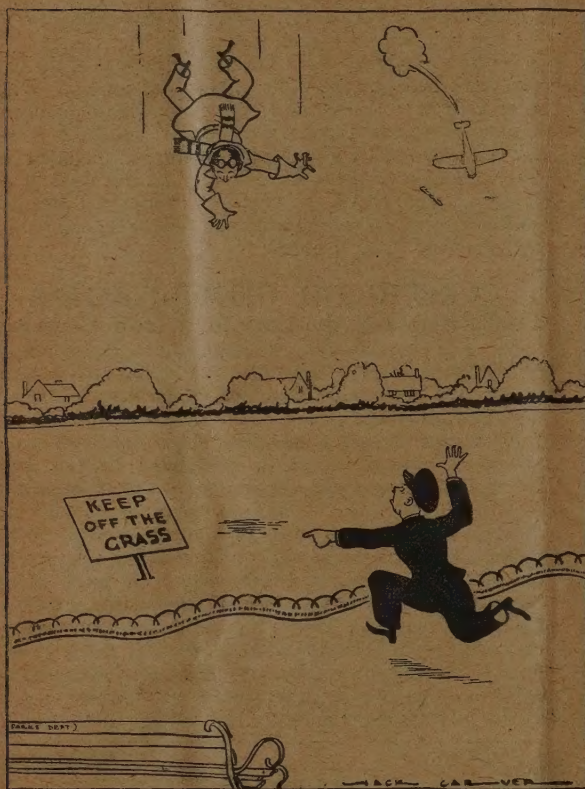
Some of the difficulties affecting the personal life of officers have already been dealt with, but two remain outside the other headings under which these problems have been classified.

(a) **Public Criticism and Hostility.** Official-baiting, always a popular sport, is intensified by the war. Restrictions, inconveniences, anxieties, and fears arouse mass-irritation and "war nerves," for which the quickest and easiest cure is an outburst of rage. The public must curse somebody; Hitler is far away; the official is close at hand, and he cannot hit back, so he becomes the Aunt Sally upon which the populace relieves its tension. This is natural and, within reason, we recognise it and submit to it with as much good-humour as we can muster, consoling ourselves with the reflection that we are performing yet another social service by ridding the public of some of its repressions.



"I know the road, sir. As borough surveyor don't you think that S bend should be cut out?"

Today's Great Opportunity for Whitleyism



But there are limits to the officer's self-sacrifice. When criticism reaches the point at which it interferes with efficiency, when it becomes a barrier to progressive achievement, then we must meet it and call a halt. The present criticism of civil defence has, in many places, passed that point, and is stultifying much good work.

The solution is public relations. In the article last month we outlined some of the tasks and methods of public relations in war time, and we shall not repeat what was said then, beyond to reiterate two points. The first is that public relations is a job for *every member* of the Association; and the second is that it cannot succeed unless *every branch* puts its back into the job. Where possible, criticism must be obviated by removing the cause of it, or enlightening the ignorance upon which it is based; where that cannot be done, it must be met by full and courteous answer.

(b) **Conscientious Objectors.** Correspondence in LOCAL GOVERNMENT SERVICE and applications made to divisional officers and Headquarters for support have revealed that there are a number of members of NALGO who have conscientious objections to combatant service. While the Association is not, of course, concerned with the private opinions of its members, it is its duty to protect their interests while at work and to see that their jobs are not prejudiced because they hold particular views.

One of the first problems that has arisen is whether a local government officer who is required by a tribunal to leave his local government work and undertake other non-combatant duties, such as work on the land would be regarded as being engaged on war service and, therefore, entitled to count that service for superannuation purposes, and to have his pay supplemented should his local authority have agreed to implement the local Government Staffs (War Service) Act. At the moment the position is not clear, and depends upon the interpretation given by the Minister of Health.

VALUE OF JOINT NEGOTIATION How Members Can Help to Make its Adoption Compulsory

As was pointed out in an article in last month's LOCAL GOVERNMENT SERVICE, the war has strengthened the argument in favour of the nation-wide extension of Whitley machinery, and has given us an unexampled opportunity for speeding-up progress towards that goal. Had Whitleyism now been general, many of the problems mentioned here would never have arisen, many others would have been speedily solved. It is the urgent duty of every branch, therefore, to take action in its own area to extend the existing Whitley machinery and make it more efficient. Every member employed by an authority which is not yet supporting Whitleyism can help by explaining its methods to the members of his local authority, and urging its value upon them, with the object of persuading the authority to receive a deputation from the provincial council. Now is the time for a great drive, national and local. We have not lost hope of securing the early passage of the compulsory Whitley Councils Bill; given the fullest support, we shall attain it.

MAINTAINING A VIRILE NALGO Fighting Policy and Vigorous Organisation Essential

All the points here raised call for the greatest vigilance, energy, and application on the part of branches, district committees, the National Executive Council, and Headquarters staff. How can our machine be better adjusted to meet the strains war is imposing upon it? Has it the strength, the speed, and the efficiency, to meet the exceptional demands of the times? If not, what changes and adaptations are necessary?

These are big questions—too big to be answered hastily now. But branches should be thinking about them, discussing them, and crystallising their views. We can do no more here than suggest some of the lines along which that discussion might develop.

Our first task, clearly, is to keep the Association at the highest pitch of efficiency, to maintain subscription income and the ancillaries, to retain the interest and enthusiasm of members, both at home and in the Forces. That can be done only by adopting and carrying out a vigorous policy. Despite the difficulties of pressure of work and the black-out, branches and district committees must somehow manage to meet frequently,

NALGO Must be Positive, Active, Constructive

to maintain their propaganda organisation, and to keep constant contact with their members in the Forces. The branch magazine or bulletin can play an invaluable part here. Vigorously edited, it will more than repay whatever demands it makes on branch funds. Never must we forget that NALGO's efficiency and effectiveness depend upon the devotion and the enthusiasm of every member.

But merely keeping NALGO virile is not enough. The big tasks awaiting us demand more than that.

It may well be that they demand a recasting of the entire organisation system upon which the Association has been built. Can we be as powerful as we must so long as we consist of some 670 largely autonomous branches, each able to go its own way independent of effective national control? Has the time come when we must sacrifice enough of that local autonomy to make ourselves, in fact as well as in name, a *national* association of local government officers, loyal to our weaker colleagues, confident that each constituent section will carry out the national policy? Is our national income equal to the strains which the tasks of to-day are imposing on it? Has the time come when we should consider some revision of the astonishingly low subscriptions upon which the Association has been built? Can we continue to rely on volunteers to perform the bulk of our work? Is it fair—or efficient—to impose rapidly-growing burdens on

honorary branch officers without giving them some paid assistance?

These questions have already been posed in tentative form, some of them as recently as the 1939 conference. We cannot to-day afford to be tentative; we must become positive, active, and constructive.

"BREAD & BUTTER" NOT ENOUGH Officers Must Prepare to Meet Problems of the Peace

So far, this analysis of the war position of NALGO has been confined to the domestic aspect of the Association's work—its "bread-and-butter" policy, and the organisation needed to give that policy effect. Important as it is, that is not enough. NALGO has been developed on a vision extending beyond the economic needs of its members. It has sought to give them in local government a career rather than a job, to equip them for the unique contribution to communal well-being they can make, and to help the Service as well as the officer to wider usefulness and value. How can we extend those principles to-day?

(a) **Consultation.** From time to time in the past we have urged the need for fuller consultation of Service opinion by the directing authorities in Whitehall. To-day that need is more urgent than ever. Many of the muddles, confusions, anomalies, and inefficiencies

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YEAR 1939-40**

**AMOUNT OF
ASSESSMENT:—**

From Office, Employment
or Pension

Deduct:—

(i) ALLOWANCE FOR
**Life
Assurance**

NET TAX PAYABLE

SCHEDULE		
£	s.	d.
200	-	-

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Name Age Next Birthday
Address

DEC. '39

IT MAY BE YOUR LAST CHANCE!

Safeguards Against a Possibility All Parents Must Face

Especially during war do we realise the wisdom of facing facts and the foolishness of just hoping for the best and doing nothing about it. That's why all parents should ask themselves this question:

"Can I be certain of sufficient ready money to pay urgent expenses should any of my children die during the next few years?"

Not a nice question is it? But remember that money may be very scarce before the war is over. A sudden heavy call on your income is likely to bring great hardships TO THOSE WHO ARE SPARED and might even prevent the purchase of necessities.

One shilling a month—the cost of five cigarettes a week—can protect you against this danger.

One shilling is the monthly subscription to the Nalgo Provident Society's new scheme for providing Funeral Benefit for Children. It isn't much for essential protection is it? Up to £15 can be guaranteed on death.

If the child insured does not die before the age of 16, a great part of the payments—up to £11—will be returned, to be spent how you like. So it is a sound investment, too.

Just think how useful this would be in starting your son or daughter on a wage-earning life.

The scheme is being launched on January 1, 1940, only if sufficient support is received.

So write for details TODAY, and make sure that you don't lose this special NALGO offer. Delay would be unwise—perhaps disastrous.

NALGO CENTRE, CROYDE, Nr. BRAUNTON, N. DEVON
SEND ME DETAILS OF THE CHILDREN'S FUNERAL BENEFIT SCHEME

M.

N.P.S.

DEC. '39.

of which the public has complained during recent weeks—sometimes, it must be admitted, with justice—would have been avoided had the Government departments concerned consulted more fully than they have done the opinion of the local government officer. Whitehall decides on the policy, but it is the local government officer who has to carry it out, and recognition of his views and experience would clearly remove many sources of friction.

Of course, Whitehall does consult the officer—but mainly through the technical and professional groups in which the different sections of the Service are organised. Without minimising the importance of that consultation, NALGO is entitled to claim that on certain wider questions the voice of the Service as a whole—for which it alone can speak—deserves to be heard.

We shall not obtain such consultation merely by asking for it. We must show that we can speak with authority, and that our contribution will be of value. That demonstration could be provided were we to set up one or more advisory bodies, representing the best brains in the Service, to consider current problems and to develop a considered policy upon them.

(b) **Research and Planning.** Nor is the consideration of current problems enough. To-day, when local government is going through such revolutionary changes, it is essential that officers should look to the future, foresee developments ahead, and plan for them. Parallel with the advisory bodies suggested above we need groups that will conduct research into trends and policies, and develop programmes designed to meet

them, encouraging the good, avoiding the bad. The future of local government and the Service, during the war and after, will concern us vitally; if we are to make the best of it, we must get to work now.

(c) **Maintaining Democratic Principles.** At a time when the whole theory and practice of democracy is being challenged we should be considering its significance and organising for its defence. We are accustomed to paying lip service to the democratic principle, of which we regard our local government system as the outstanding example. How often do we question how far that principle is really practised, how far it is being watered down? Lip-service is not enough—we must seek to understand, to defend, and to extend. If local government is to survive the war and the post-war strains in the form we wish it to have, we must work and fight for it. Now is the time to be planning and beginning that campaign.

Such, then, are some of the problems facing NALGO and NALGO members to-day. The analysis is admittedly incomplete, the interpretations and suggestions arising from it are debatable. But it may at least provide a starting point for discussion and review. What is important at the moment is that we should look to the future, as well as to the present, foreshadow and prepare for its problems, think big and plan constructively. If we start on that task now, clear our minds and crystallise our thoughts, we can be sure that NALGO will emerge from the war even stronger than it is to-day, and ready to tackle and solve the greater problems of the peace.

THE NEWSLETTER

THAT the number of branch magazines now circulating has fallen is not surprising. Editors have not escaped the huge amount of extra work thrown upon the Service, so that to continue the collection and scribbling of stories and articles has become an almost superhuman task. Nevertheless, the work of branch executive committees, or, more probably, emergency committees, is still taking place, and some means must be found to keep members in contact with each other and with NALGO affairs. Contact must also be maintained with members in the Forces. In other words, it is more than ever essential for communication with members to be kept up.

An alternative to the more ambitious scheme of a branch magazine is that of the newsletter. One of the most interesting examples of this medium for the dissemination of news comes from the Deptford branch, **Deptford News**, written by A. S. Liddington, the hon. secretary. This publication combines, in letter form, the "newsiness" of a journal and the format of a personal epistle. It strikes a more friendly note, the writer no longer being that faraway personality, the editor, but rather a closer friend or colleague, detailing local happenings in a bright and breezy style. Mr. Liddington's letter circulates to members of the branch.

Another branch which has substituted the newsletter for its magazine is Leeds. **The Guildman** has been temporarily suspended; instead appears **Guildman Bulletin**, the original journal shorn of advertisements

and padding. The sole purpose of the new publication is to put over important branch matters.

Whilst the Croydon branch is endeavouring to maintain publication of **Calling Croydon**, it is also experimenting with the newsletter idea for its members on service. In this instance the object is to send a monthly letter to those members, written as from one friend to another, bearing specially in mind the officers to whom the letter is addressed. Obviously, this requires that the writer should have an intimate knowledge of the particular office interests of his readers. To ensure that the letter is acceptable to all, members of various departments are being asked to contribute in turn the major part of the letter. Thus the first month's letter probably would be of special interest to those who normally worked in the finance department; the second month's to those in the engineer's department, and so on. The scheme is an experiment, the success of which has still to be proved.

The writing of a good letter is not easy, and though any editor ought to be equal to the task, the technique is not entirely that of editing. The newsletter must be factual. Propaganda, other people's views, stories, and articles will be omitted. And, although factual, the best newsletter will avoid the baldness of mere reports. The writer's own personality should be introduced. The letter need not be long. It should avoid officialese and, of course, the existence of censorship should not be overlooked.

ONE NEW JOURNAL : OTHERS CARRY ON

IT takes more than war to upset editorial programmes—as is shown by the fact that a new magazine has made its appearance in West Craven. Published by the **Barnoldswick** branch, it seems likely to have a permanent existence. Its contents include informative articles on various aspects of national service and local government questions.

Another journal whose equanimity seems completely undisturbed by the international situation is **In Print** (Birkenhead), edited by John L. Robson. Apart from one or two light war poems, there is a refreshing "feet-on-the-ground" atmosphere about its buff-tinted pages. "In Print," from its inception, has made a point of introducing the artistic element, and November's edition includes a reproduction of "The Black Gate," a fine work in the Lady Lever Collection at Birkenhead.

Neither has **The Green Light**, No. 3 issue, lost its poise. Editor W. D. Grover, of West Ham, believes in planning in advance. Reviewing the editorial future, the branch appears to be faced with two alternatives—increased cost of production or decreased paper quality or size. The first alternative seems to have been accepted by readers, who have offered to pay for their copies (issued free hitherto) to prevent further inroads on branch funds.

In the second number of **Oak Leaves** (Inglewood Branch), J. A. R. Blackman has produced the best of the October

batch of duplicated journals. Quality, quantity, and layout are excellent. "Oak Leaves" includes a series entitled "Our District," by J. Randerson. This type of article is admirably suited to a branch magazine, for it provides an opportunity for the officer to learn something of the natural, geographical, and historical background of his town.

H. V. Degville, who was second hon. assistant secretary of the Southend-on-Sea branch, has taken up an appointment under the Hampshire County Council. Mr. Degville was actively associated in the production of **Contact**—in fact, he was editor in all but name. R. J. Browning, of the borough treasurer's department, has been appointed editor. It is a rather surprising fact that most editors hail from the finance departments of local authorities. Why is this? Miles of Coventry, Coplestone, late of Guildford, Browning of Southend, and so on.

Another new editor is John Rennie (of the rates department), who has succeeded to the control of **Neon**, that splendid Scots journal launched by Miss A. D. Baxter of the Lanarkshire branch. Miss Baxter has been compelled, by pressure of A.R.P. work, to resign editorship. Mr. Rennie's address is 23, Beckford Street, Hamilton, Scotland.

The South Shields journal, in its editorial, succinctly sums up the story of the war as affecting local government officers. "In

such world-shaking events," it writes, "the British local government service has been given a heavy task. It has borne it with varying degrees of success, but gradually order is emerging out of the turmoil. The principal departments of the municipal and county authorities were strained to breaking point . . ."

"Many of us look back to the first week or two as to a nightmare occurrence with the plethora of orders from Home Office, Health, Labour, and Pensions Ministries, Education Board, central and regional authorities, local and divisional controllers and all the other necessary and (sometimes, in moments of extreme pressure, we impiously thought) the scarcely justified "staff" people. The end of August seems now a dim, distant, faraway, unreal world."

Other branches would do well to record these facts in a similar manner, for the record will be useful evidence in time to come.

Other journals still in publication are **In and Out** (Ealing), **Local Notes** (Peterborough), **Herts Nalco News Letter**, **Somerset Scribbles**, the **Guild Journal** (Manchester), and **Calling Croydon**.

Type Faces

W. Barker, of Manchester, mentions that he has just obtained a new type-book, hot from the press, and useful to editors interested in the study of type faces. It is published at 5s. by the Shenval Press, 56, Bloomsbury Street, London, W.C.1

Calling All Women

KILL THAT "APATHY" BOGEY

"This is a golden opportunity for women to prove themselves and to lay for ever the bogey of 'women's apathy,'" declares Miss EDNA DAWSON, one of the two women members of the N.E.C., in this stimulating call to her colleagues to play a bigger part in NALGO's work.

DURING the year there have been several articles and letters in LOCAL GOVERNMENT SERVICE complaining of the "apathy" of women members. It is idle to contradict the statement that there is apathy, but I am afraid that some people would have us believe that it exists only amongst the women of the Association. In my opinion it is not an evil which is limited to the women members, but is present amongst all.

The only reason that one hears so much about the apathy of the women is that some of them have dared to raise a voice in matters which have hitherto been solely the prerogative of the men, and have sought a hearing on matters which affect both the men and the women in local government service. They have been put off with the story that, as there are so few women on certain committees of the branches or districts, they do not warrant any provision being made for their representation. In these circumstances it is hardly to be wondered that some of the quieter women members have been discouraged and thus the charge of "apathy" has been levelled at them.

In fact, some of the women members who were prepared to enter the lists in support of their contention for adequate representation have almost come to believe the fallacy of their sex's apathy. But that it is only a fallacy in many cases is only too evident to any thoughtful person, for when women have been given the opportunity to serve on committees and allowed to share in the work, I do not think that many of their colleagues would say that they have not earned their place, or that they have been "work shy" or backward in doing their best in the interests of all members of the Association.

The apathy on the part of the men members is not so apparent, because their numbers are greater and their "fighting spirits" have been raising their voices and acting as a power in the land for much longer than there have been women in the Service. Until the last war the women in local government were few, but during the war they became more numerous and, because of the great increase in the amount of work put upon local government since 1918, and the proved worth of the women then in the Service, their numbers have continued to grow until now there are very few branches that do not number some women in their membership.

The bringing into local government service of the poor law institutions again brought more women into the Service, particularly the nurses. When the final report of the Inter-departmental Committee for the Nursing Services is published, and the suggestions contained therein put into operation by the various authorities, an even greater number of girls should be attracted to the municipal hospitals, and thus become potential members of NALGO.

I hope that the present and future women members of NALGO will prove that their apathy is a passing phase, and that they are not only willing but anxious to do their share in keeping up the prestige of the Service and of our Association.

There are many ways in which the women members can help. I hope that they have not missed the opportunity of volunteering to undertake the duties of branch secretaries, treasurers, and local correspondents of the ancillaries, should it be necessary for their male colleagues who already hold these offices to be called up for National Service. This is a golden opportunity for the women to prove themselves, and to lay for ever the bogey of "women's apathy." I can assure my women friends, from personal experience, that, after their male colleagues have recovered from the initial shock of having women actively engaged in NALGO work, they will receive much assistance and encouragement, and will also find interests which they never suspected in branch activities.

In undertaking some of these duties, it is possible that women may find themselves on their local Whitley Councils. Here is another interesting and profitable piece of work. Not only will they meet and hear the views of their colleagues in other branches, but they will also hear the views of the various aldermen and councillors, and be able to discuss, round the table, both sides of many vexed questions, affecting not only local government officers, but also members of the public.

So to the women who have been discouraged in the past, and to the women who have not yet taken any active part in the work of the Association, except perhaps to ask what NALGO has done for them, I would suggest that they take stock of their capabilities and come forward to help those who are already working hard for the benefit of their colleagues in the Association.

The popular question at the moment is: "What are our war aims?" I should like to substitute the word "women" for the word "war," and ask: "What are the women's aims?" not only during the war, but for the peace which will follow after. Perhaps every woman will have a different answer, but I think we shall all agree that our first task must be to work for the benefit of the local government Service as a whole. Secondly, we must see that women have a "square deal" when the inevitable reorganisation takes place after the war. Thirdly, we must resolve to join wholeheartedly in the work of NALGO, so that we shall not hear any more of "women's apathy."

As this page is headed "Calling all Women" I assume that it will be read by the men, and I should just like to ask them to endeavour to rouse their apathetic male colleagues, for there is surely room for both men and women to work side by side in the interests of all.

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CIRCULARS TO BRANCHES

The following circulars were sent to branches between October 24 and November 13.

OCTOBER 24

Circ/85/39 (PUBLIC RELATIONS): (to public relations correspondents and branch secretaries)—pointing out the opportunities which the war has brought and asking for information on the present work of officers and public reaction to it.

OCTOBER 25

Circ/Log/39 (to local correspondents)—indicating the effect of present circumstances on the payment of premiums, the cover provided by policies, and the rebate of income-tax available.

NOVEMBER 2

Circ/86/39 (PUBLIC RELATIONS): (to public relations correspondents and branch secretaries)—urging co-operation with Citizens' Advice Bureaux.

Circ/87/39 (to branch secretaries)—drawing attention to the adverse effect which the war is having on the Benevolent and Orphan Fund, and urging immediate action to counteract this.

Circ/88/S.A./39 (to local correspondents and branch secretaries)—stating the conditions under which advances are now made by the Nalگو Building Society and the new rate of interest.

NOVEMBER 13

(To branch secretaries)—asking them to notify Headquarters regarding sale of "Help-Yourself" Annuals.

IMPORTANT DATE.

December 25—Renewal premiums due on "Nalگو" Household Insurance Comprehensive Bonus Policies.

NOW — IS THE TIME TO BUY BENSON TIME the time you can rely on!

Today, more than ever, you need a reliable watch—best of all a Benson watch. A Benson watch will outlast several ordinary watches. Be advised to secure Benson accuracy now. Stocks are limited and many popular models will soon be difficult to obtain. Post the coupon for FREE Catalogues and details of monthly payments.



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|--|--|
| <input type="checkbox"/> A B Pocket Watches, Wrist Watches, Chains | <input type="checkbox"/> D Jewellery, Cigarette Cases, Cuff Links, etc. |
| <input type="checkbox"/> C Rings | <input type="checkbox"/> E Plate, Silver, Cutlery, Toilet Requisites, etc. |
| <input type="checkbox"/> F Clocks | |

NAME

ADDRESS

L.G.S., Dec.



PAY FIT FOR HEROES TO LIVE ON

More "JACKASS" Revelations

WE have never been troubled by a Youth Movement in Much Cowslip. Normally, our young members pay me their subscriptions—albeit grudgingly and with comments which I diplomatically treat as friendly badinage—and trouble me no further. I told young Blatherpatch one day that youth could get from our Association only what youth was prepared to put into it. He replied that one might as well put nothing in and achieve the same result without a useless double transfer. I haven't thought of the answer yet.

Long experience of their apathy has never quite destroyed my hope that one day the young officers of Much Cowslip may contribute to the development of our great Association, tempering the cynical strategy of experienced age with the courageous idealism of youth. I was therefore delighted to receive from Blatherpatch a request to meet a deputation representing the "younger members of the branch." All afternoon I pondered what could be their object.

Perhaps they wished to urge the immediate implementation of the "Code of Professional Conduct"? Perhaps the abolition of preferential trading? Perhaps they sought greater facilities for education, to fit themselves for the responsible posts they no doubt hoped to occupy eventually? Perhaps they hoped to enlist NALGO's aid in an impossible crusade against poverty or war? I asked the Clerk his opinion. He said they probably wanted more money, less work, or both; he advised me to reply that whatever they wanted the time was not opportune.

I demurred. After all, I urged, they did pay a subscription and were entitled to a hearing. Besides, they might otherwise resign, which would play havoc with branch finances.

After a moment's reflection, the Clerk agreed, though he thought no Much Cowslip official was likely to resign from anything without his permission. He suggested that someone of tact and experience like himself should be present when I interviewed these presumably discontented young men. Cursing myself for mentioning it, I took the hint with simulated gratitude.

Wherever possible we combine business with pleasure,

so the meeting took place at the "Lamb and Lion." Blatherpatch was obviously spokesman, though whether elected, self-appointed, or willy-nilly it was difficult to guess. His companions stood stiffly behind him, fingered their ties self-consciously, avoided the Clerk's glance as much as possible, and smiled ingratiatingly when they encountered it. Blatherpatch, however, stood forward boldly, the living embodiment of the man who takes his nightly dose of somebody's beans and never fails to guard against nocturnal malnutrition.

He reminded us that the nation was at war. One of his supporters said "Sieg Heil!" facetiously, but was silenced by the Clerk's left eye, and Blatherpatch continued. He and his companions, he explained, would probably be among the next age-group conscripted, being unfortunately—tut, tut, he should have said fortunately—beneath the reserved occupation age limit. He would receive only a florin a day, and his newly acquired wife seventeen shillings per week. Small as his normal earnings were, they were better than that. He asked that efforts be made to persuade the Council to pay to all officials serving with the Forces the difference between their military pay and normal civil salaries.

Knowing our Council, I was surprised that anyone should seriously put forward such a suggestion. The Clerk at once rejected it as fantastic, saying that no English Council in its right mind would ever dream of agreeing. Blatherpatch warned the Clerk that he was verging on slander, since many Councils had already done so. He read an impressive list of authorities, and smirked at his uncomfortable supporters with the air of a man who has just thrown a double top.

Putting on his spectacles—always a sign of impending battle—the Clerk said it was quite an interesting idea, but there was no prospect of its adoption in Much Cowslip. It was always bad strategy to put forward a request foredoomed to failure. He was obliged to Mr. Blitherer or whatever his name was, but was sure Mr. Jackass would agree there was a grave danger that such an ill-advised application might stimulate that tendency towards misplaced economy which—to make no bones about the bush—was already causing certain councillors to look askance at the salaries bill. He supposed Mr. Blitherer would not press for action knowing it might jeopardise the existing financial position of his colleagues—including, if he might say

so, the Clerk himself. Worse still, to put forward a proposition the Council would certainly reject might imperil our existing amicable relationships with them.

Blatherpatch, an opinionated young ass who pays almost as little respect to age as age does to youth, played his decisive card. He reminded us that Association subscriptions were to be based on remuneration received from local authorities only. No pay—no subscriptions.

The Clerk surreptitiously calculated the various honoraria paid to him for branch activities, and subtracted the total from the branch percentage of members' subscriptions. The result being nil, something obviously had to be done. Blatherpatch and his escort were ushered out in a welter of fair words and vague promises, but the Clerk and I remained in the small hours plotting a campaign. We have our methods.

The following evening at ten o'clock I waylaid the Chairman of the Council as he left the "Lamb and Lion," and courteously offered to guide him home through the black-out. As I possess the only torch battery in the district, and the darkness is intense without our gaslamp, he accepted gratefully. Always affable at closing time, he listened readily to my honeyed tongue. Unfortunately I became so engrossed in my own blandishments that I fell over a courting couple and lost touch with the Chairman. I believe he eventually got into Farmer Mangel's cesspool, so I doubt whether my efforts made any lasting impression on him.

Nevertheless, at the next meeting of the Council we submitted a formal request, in jargon as involved as the Clerk could make it, for payment of balance of salaries over military pay to all officials serving with the Forces. We might have got it through unnoticed, but Councillor McIsaacs was having one of his awkward days, and asked for an explanation. The Clerk's reply was masterly, having no recognisable connection with the subject, but by some mystic sense Councillor McIsaacs divined the real issue at stake.

In a passionate speech, he urged that to make it worth-while for officers to answer their country's call was contrary to all the finest traditions of free-born Englishmen like himself. All our national heroes lived and died poor men; that was the essence of their heroism. In poverty they found the riches of the spirit which were beyond computation. Besides, it would mean an increase in the rate precept.

Councillor Gumble followed with an appeal for equality of sacrifice. We were all in this war together, though some more than others. Municipal officers should be prepared to join the Forces on the same terms as the son of Harrow or the unemployed lad. In his own case, stifled by the abominable interference of the dead hand of bureaucracy, his provision store was unable to make profits out of this war comparable with those made in the last. He accepted that position willingly—at any rate, he accepted it—as his contribution to the national effort. Surely the staff should do the same.

Major Fitzhalt Fitzwalk Fitzgallop said when he



"So this is how I catch you wasting your time!"

was a lad by gad he had—poetry b'jove—what he meant was he got on all right in Simla on a mere four hundred from the mater and his bridge winnings. He was willing to teach the staff bridge, but not to pay them money for nothing. Hardly the right spirit for decent fellers to expect it, b'gad. Things were getting slack, that was what it was.

The Chairman, who usually tries to give us a helping hand, suggested they should ask the Clerk's opinion. The Clerk, after tactfully mentioning that the young men from Harrow often had private means and that to join the Forces increased the income of an unemployed man, showed by bewildering financial juggling that the cost would be so small as to represent virtually a saving. Fortunately salaries were so low that the amount payable would be small, and the remainder of the staff could doubtless be coerced into further overtime to avoid engaging even female replacements. Knowing he was fighting for his honoraria, he put up a great performance, but the tide was running too strongly against us. We lost.

Undismayed, we waited until the next meeting of the Council. By arrangement with the Chairman and Mrs. Gauche, we had placed on the agenda the following item—"That the Council rescind Minute 3005 and reverse the decision made by the resolution so minuted." The item was reached only at the extreme end of a very protracted sitting, and immediately followed a heated wrangle over the purchase of a second-hand bucket. Amid the general reaching under seats for hats, the Chairman's "Tothecontricarried" passed unheard.

Thus Much Cowslip joined the ranks of progressive authorities who, even in this materialistic age, have not forgotten that a corporation needs a soul as well as a seal, and that to good employers the staff are something more than office furniture to be ignored when not in use. To say that we rejoiced over our triumph is an under-statement.

As I said before, we have our methods.



Ministry of Information

Of the many apocryphal yarns which have been going the rounds about the Ministry of Information, I like best the one which stated that the leaflets dropped over Germany by the R.A.F. were just blank sheets of paper, as the Ministry didn't want the Germans to know anything, either.

Things We Want to Know

Which enumerator on the National Register found in the column headed "Sex" on one form returned to him, the word "Occasionally"?

—*"In and Out," Ealing branch journal.*

Asked and Answered

"Is it my imagination, or have most women really become more beautiful since war was declared?"

—*Postcard to the Editor.*

It's not your imagination, brother. It's the black-out.

The Daily Round—War Version

The long day, with its stream of gas-masks, sandbags, stirrup-pumps, dug-outs, volunteers, tin hats, telephone calls and

"I sometimes wonder whether the continued popularity of crossword puzzles is not largely due to the fact that here, in a world of insoluble problems, are problems capable of being solved."

—*Robert Lynd.*

AT RANDOM By "HYPERION"

inquiries about air-raid protection for canaries, had drawn to a close.

"The quiet twilight hour of blackened windows, special constables, lampless motor-cars, colliding pedestrians and mislaid electric torches had set in."—*Punch.*

"She's one of those wireless wives—listens to nobody but the B.B.C."

"Last night my wife and I had the silliest quarrel we've ever had."

"What were you arguing about?"

"How we would invest our money if we had any."

Local Government Post-Bag

Dear sir

I Am Riting you for the hope as now that you are moved to Loo you might poot my Truble OK i shall be ever so oblige my naybor as a wooded leg an i now a misses Robison as complaned aboot it at the carncel ofiss but of carse they didnt tell where to go to of carse an e his a nite wachmen an is wooded leg keeps er awake or nites when e keeps on gown by er winder and When e-downt go bye she say she doo dream aboot it and so she carnt get Anny Sleep at tall and wakes up very tired every marnin an e alsow fros a lotta Hodds an Hends hover ower fens and if you could go inter it for me I should be oblige an e finks is boddly every Self an iff you downt go inter it fer me I shell started a hole ion doomp so as yer as to take notiss of me what is been fretened by this eer itler an fros is mook in my garding carse e ant got a Mook Doomp of is arn an iff yer darnt I shell rite to thee ratpayers assasination yors very respectful John Brown

an iff yer can do for me I shell be very oblige an e alsow has a wery bad smeling rubish doomp whi-I shell be oblige if you will go inter

—*Herts Nalگو News Letter.*

War Echoes

"Cor, blistering sea serpents," said the Sweep, "what a lovely war. Cor strike me red, white, and blue."

"Cor," I said.

—*Nathaniel Gubbins.*

! ! * ? * ! f * !

Witness at Highgate Police Court yesterday: "There was no disturbance. The street was silent apart from the usual noises of people lost in the black-out."

Householder. (in reply to National Registration Enumerator):

"There's no children here. They've been evaporated."

A Way Out for Husbands

Postcard received in the Evacuation Branch of the London County Council:

Dear Sir,

I will leave it to you to remove my wife as soon as possible.

Yours faithfully,

Slight Headache Department

One result of the war crisis is the promotion of informal clothes for wear out of town by women who are leaving the big cities.

—*From a London cable to "Women's Wear Daily."*



"Why," asks a ratepayer, "can't Europe live as one big family?" The trouble seems to be that it does live just as most big families do.

A.R.P. Correspondence

Dear Sir,

I wish to rite toyou about a matter that concerns me vrey very much has larst sSeptember lcuold not get my gas mask has my sisster was confynd it was abigboy. 18 pds. it is now And so you could let me know how now i could also get one please call at any evening has i will bein. Thanking you.

Dear Sir,

Please can I have a shelter has my husband when the sirens goes runs to the Public



House and if I have a shelter he can lay a supply in.

Dear Sir,

My mother-in-law has come to stay with us and she has not got a gas mask. Could you let her have one if she calls for it.

P.S.—A faulty one will do.

—“Under Control,” the “Monthly Outburst” of the Shoreditch A.R.P. Control Room Staff.

Defined

An interruption is a reply to a question by your wife.

Foreign Trade

The way we look at our new trade agreement with Russia is as follows:

We supply Russia with tin and rubber, and Russia supplies us with timber. Russia then exchanges our tin and rubber for German aspirin, and we convert the timber into boxes and exchange them with Russia for steel.

We then convert the steel into small ships and exchange them with Russia for aspirin. Russia then packs the aspirin in the boxes and loads them in the ships, and sends them to us carriage forward. We then open the boxes and take the aspirin.

—Maurice Lane-Norcott in

“The Daily Mail.”

Blown Up

Mr. Garry Marsh, the actor, now a private in the balloon barrage, was standing at his base on a day when mist had hidden his balloon.

A small boy inspected the balloon cable critically and said:

“What’ve you got on the end of the string, mister?”

“Well,” replied Private Marsh, “either I’ve got a balloon or I’m doing the Indian rope trick.”

Why Wardens Are Happy

Lecturer: “Among the solvents for mustard gas are petrol, paraffin and alcoholic spirits.

Voice from Back: “That would be an awful waste, sir. Could we not drink the whisky and breathe on the mustard?”

Casualty Section

The scene—it is supposed to be a true story—was a private hospital. There arrived a very pretty girl bearing a bunch of flowers, and behold she said to the Matron:

“Can I see Captain Waters, please?”

To which the Matron replied that ordinary visiting was not allowed and asked of the girl, such a pretty girl, if she was a relative of Captain Waters.



To which the girl answered, “Oh, yes. I am his sister.”

“Dear me,” said the Matron. “I am delighted to meet you. I’m his mother.”

To-day’s Bright Thought

In a small house the sound of a bomb striking the roof would give adequate warning anywhere.

—Official leaflet.

The operative word is “adequate.”

Tailpiece

Notice ‘outside police-station in King’s Cross Road:

“CONTAMINATED POLICEMEN IN HERE.”

THE NALGO APPROVED SOCIETY

—TALK OF THE TOWN HALL

Scene—MUNICIPAL OFFICE AT 6 P.M.

A. Gosh, I’m tired. Late work again to-night.

B. (dramatically): Aha, so you can’t stand the strain.

A. Correct, and I’ve no longer got the old pluck and dash. And the boss is losing confidence in me.

B. Heavens, the man reads advertisements.

A. Yes, and I *always* drink a cup of—

B. No good. You’ve gone too far. Your only chance now is to join the NALGO APPROVED SOCIETY. Then, if you collapse, you’ll get money benefits, your hospital expenses paid, if necessary, and recuperation at the best convalescent home in the country.

A. No time to lose. My kingdom for an application form.

B. You’re expensive. A halfpenny stamp and a postcard addressed to NALGO APPROVED SOCIETY at Croyde, Braunton, Devon, is all that is necessary.

(EXIT)



READERS' FORUM



WOMEN'S SUB-COMMITTEES Contact with Nursing Staffs

IN a letter in your November issue Miss Gardner, S.R.N., expressed strong disapproval of the principle of setting up women's services committees. Her question, "Why should a women's sub-committee be formed?" leads me to wonder, however, if her judgment has been based upon an incomplete understanding of the character and the functions of these committees, which already have made a highly practical contribution to the work of the Association.

The movement began with the setting up by the National Executive Council of the women's services sub-committee, which was appointed to consider the question of NALGO's policy in the campaign for improved conditions for the nursing services. The sub-committee was formed of members (men and women) of the service conditions committee and of co-opted representatives of the public health and nursing services. The recommendations which NALGO had placed in evidence before the Athlone Committee found expression in the Nurses' Charter, "A Woman's Calling," which, with the help of branches and districts, is now in process of revision.

The next step was to secure the application of these recommendations, which coincided in the main with the findings of the Athlone Committee, and it was at this stage that a much closer contact with the nursing staffs became indispensable. Each branch and district was asked to consider setting up within the NALGO machinery a sub-committee to which should be co-opted persons who had a special knowledge of local conditions in relation to the nursing services and who would not otherwise take an active part in the normal committee work of the Association. It may be found in practice that the scope of the sub-committees can usefully be extended to deal with other aspects of the women's services in local government; the first concern, however, is with the campaign to improve the lot of the nursing staffs.

In reply to Miss Gardner, it must be emphasised that the women's services committees are intended to be purely advisory and that they represent a sincere attempt to ensure as full a consideration as possible of a problem which concerns the Association as a whole. It is hoped that the movement will also serve to arouse the enthusiasm of women members for service in NALGO, for hitherto the difficulty has been not so much to secure representation for women as to find sufficient women members willing to serve on district and branch committees.

Miss Gardner, by reason of her hospital training and practical experience, is the very person upon whom we should like to count in this campaign on behalf of the nursing staffs, and I hope that before long

she will find it possible constructively to bring her critical ability and her enthusiasm to the women's services sub-committee in her branch.

IVA STANSFIELD (N.E.C.)

(Chairman Women's Services Sub-Committee).
Manchester.

COST OF LIVING Early Action Urged

I SINCERELY hope that all local associations are fully alive to the increased cost of living. Official figures show that it is already up 14 points, and further increases are certain. Many trade unions have already secured increases for their members, and others are taking steps with this object in view.

Officers receiving up to £250 a year are hit very badly, especially the married ones. Some have their families evacuated, so expenses are doubled. It is useless waiting until the cost of living has risen to a point when actual hardship is being experienced, and it is to be hoped that every endeavour will be made as soon as possible to approach local authorities.

Local government employees are performing extra duties at the present time, and in most instances their services are extremely valuable and of obvious national importance. Salaries in some districts have never been all that is desired; present conditions are causing much concern and worry to officers financially embarrassed.

Surrey. "A BOTTOM DOG."

As readers will see from the paragraph on page 344 and the report of the N.E.C. Emergency Committee, the Association is tackling this question on a national basis, through Whitley machinery.

THREAT TO SALARIES Prepare to Meet it Now

YOUR hint as to possible attempts to cut our salaries comes in good time. We have time to list the facts that show, beyond doubt, that such action should never even be considered. Further, we have time to prepare, for use as a last resort, a far more resolute plan of action, one which would be better avoided, but which can be ready.

I have recently left an authority whose method of getting extra work done, as far as possible by existing staff, was reminiscent of the middle ages. Fortunately, I have now found one where methods are different. Few of us object to undertaking any of the many new responsibilities which have come our way, as long as we are still regarded as human.

It must be plain that, should such an idea become a fact, many of us must walk right out of the office and join the Services; we could not even pay for our "digs."

This is a matter for prompt action. Councils which see our position can probably help; why not an increase in salary

just large enough to cover any deduction which it may be attempted to force on us?
W. J. FURNELL.

44, Swinburne Road,
Abingdon-on-Thames, Berks.

IN DEFENCE OF NALGO And a Kick for the Slackers

I write in defence of NALGO against the grumbings, groushings, and petty grievances of its members—investive aimed unwarrantably at an Association which has done more for local government officers than anybody.

Ten months ago I became a local government officer. I joined NALGO and was amazed at the magnitude of its activities—sick benefit, orphans' fund, Approved Society, Building Society, life insurance, legal advice, and a host of other amenities. I wrote to the Association more than once on various subjects, and always received courteous and helpful replies, proving that NALGO is really doing its best to help its members in every way. I asked questions of my fellow-members and showed a real interest in the Association, but in the midst of my enthusiasm I suddenly realised that others with whom I worked did not express the same spirit. When I approached them I was told, "You're new here yet—you'll get over it." Puzzled at this remark, I ventured further and was greeted with a torrent of complaints against NALGO. Some were justified, but it was not altogether the fault of the Association. I made a few inquiries and gradually acquired a kind of dossier of members and their attitude towards NALGO. The result was startling. Few members troubled to read LOCAL GOVERNMENT SERVICE, and when I asked them why I received some undecipherable muttering that they did not know why. Extraordinary, isn't it? The people who are always moaning that NALGO "never does anything" are the first to cry out when they find that they are getting small wages and their jobs are in jeopardy, yet they will not lift a finger to back up the Association which is doing its utmost to expedite reform. They will not even read the magazine to find out how the fight is progressing, yet they are well to the fore when the results are evident.

Why should things be like this? Undoubtedly NALGO itself is to blame in some ways, but its members are just as guilty, if not more so. After an exhaustive research, I am still at loss to understand the attitude. After all, every local government officer cannot be wrong, nor can the Association always be wrong. On behalf of the Association, I think that members should co-operate more—what a powerful organisation we should have if only members would stick together.

May I venture one possible explanation of the attitude expounded above? As you

(Continued on page 362)

DO NOT CONCENTRATE ON WAR

Do not concentrate your thoughts upon war subjects. You will find it very worrying and very bad for the nerves.

Read, write, sketch, paint, study your vocation ; anything that will occupy your mind and your time. Make use of the long dark nights by concentrating upon something useful.

During the last war many people learned how to write short stories, etc., today a number of them are world famed authors.

By becoming efficient in your vocation you can give the best service to your country and to yourself. The more you increase your earning power the better it is for the country and for yourself personally.

War or no war earning power always brings its possessor to the front. It is no use waiting for better times. The ideal opportunity never arrives. We have to make the best of existing conditions. Therefore, delay is useless ; it is worse, it is harmful.

YOU CANNOT MAKE MONEY BY SAVING. If you save 10s. per week for 10 years you have only got £260, but if you spend 2s. 6d. per week for 12 or 18 months on a correspondence course, you give your brains a chance to earn thousands of pounds, then there is no need to save. Savings are likely to vanish, but earning capacity is a permanent investment.

DO ANY OF THESE SUBJECTS INTEREST YOU?



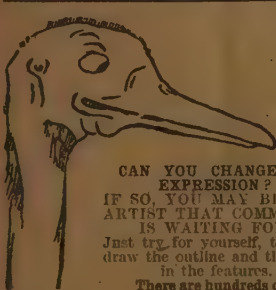
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Commercial Art
Concrete and Structural Engineering

Draughtsmanship. All branches
Engineering. All branches
subjects and exams.
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G.P.O. Eng. Dept.
Heating and Ventilating
Industrial Chemistry
Institute of Housing
Insurance
Journalism
Mathematics
Matriculation
Metallurgy
Mining, all subjects
Mining, Electrical Engineering
Motor Engineering
Motor Trade
Municipal and County Engineers
Naval Architecture
Novel Writing
Pattern Making
Play Writing
Police, Special Course
Preceptors, College of

Press Tool Work
Pumps and Pumping Machinery
Radio Communication
Radio Service Engineering
Road-Making and Maintenance
Salesmanship, I.S.M.A.
Sanitation
School Attendance Officer
Secretarial Exams.
Sheet Metal Work
Shipbuilding
Shorthand (Pitman's)
Short Story Writing
Speaking in Public
Structural Engineering
Surveying
Teachers of Handicrafts
Telephony and Telegraphy
Television
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PLEASE WRITE IN-BLOCK LETTERS

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(Continued from page 360)

know, there are two distinct types in municipal life—the old, and the young. The old are not young enough to appreciate and indulge in youthful ideas, and the young are so enthusiastic as to try to arouse the “old uns,” with disastrous results. Perhaps the idea of a NALGO Youth Section is not quite so useless as some members think. Candidly, though, some of the present members could do with a darned good kick in the pants to awake some spark of interest and appreciation.

What do you think?

F. J. A. S.

Tottenham Branch.

(We think NALGO is what its members have made it—as strong as their strength, as weak as their weakness. Don't despair, F.J.A.S. More like you, and the troubles of which you complain will soon disappear.)

PAYMENT OF SALARY Monthly or Weekly?

NALGO has done much to improve officers' salaries, and I think it could help if it fought for equitable systems of payment. Many councils pay their employees by monthly cheques (sometimes a few days overdue), and this practice causes a form of temporary hardship for a great number of officers. At the commencement of these schemes officials are expected to keep themselves out of their private savings for a month; some have been forced to borrow cash to help them along when this occurs.

I am sure it would be greatly appreciated by all officers receiving up to £250 a year if they were paid weekly. Since war has been declared many traders are demanding cash for goods, and this fact alone reveals that it is necessary that wages should be placed upon a weekly payment basis. There may be a few who prefer cheques, but they could be given the opportunity of continuing this system.

“HARD UP.”

Croydon.

MAKING-UP WAR PAY Should we Urge it for All?

I am dismayed that a union which can be magnanimous enough to support pacifists, is at the same time so narrow that it considers only the circumstances and comforts of its own members. What is going to happen to the volunteer or conscript who has no union? Who is going to supplement the allowance of the unemployed man, and raise it to the standard of a living wage?

The county councils, etc., already have largely increased expenditure for A.R.P. and so on. Why should they have to pay for service which they will not get?

Surely NALGO could have made a great drive—a demand that the Government should pay allowances to all men in the Forces, such as would need no supplements from local authorities. This might even have deterred some of our Cabinet Ministers from being so eager to plunge us into a war to “prevent Nazi aggression.”

E. PARKINSON WILLIAMS.

Newlay Steps, Newlay Lane,
Horsforth, nr. Leeds.

A HARD FIGHT—BUT WORTH IT! How Essex County Officers Won War Pay Decision By H. LANGFORD, Secretary Essex C.C. Branch

ON November 21, the Essex County Council decided, by a majority of 52 to 36, to make up in full the pay of employees on war service whose civil salaries do not exceed £300 per annum, and thereafter on a sliding scale; with an additional proviso that any employee who

This brought further vigorous protests from both the branch and Headquarters, but all that could be secured was a limitation of those recommendations for three months from September 1, the Council refusing by a large majority to honour the undertaking given in April.

At the request of the branch, the general purposes committee received a deputation including (for the first time in the history of the branch!) the Regional Officer of NALGO; but the committee, although agreeing to the “means test,” would not approve any payment for single men.

This caused the branch to address a further communication to each member of the council, showing the unsoundness of all arguments so far advanced against the making up of salaries (the familiar ones of “privileged class,” “burden on the rate-payers,” etc.) and proving to the council that it would actually be *saving* on the normal salaries bill not less than £23,000 per annum, after allowing for temporary replacements, if the salaries of all those now in H.M. Forces were made up in full.

In view, however, of the determined opposition of the general purposes committee (comprising the chairman of each standing committee) the branch was not very hopeful of its latest effort; and legal action was in fact on the point of being begun to test the legal force of the clerk's letter. Happily, however, the council took a more reasonable view, and it is not now thought that the need for such action will arise. There is no doubt that, had it not been for the untiring efforts of the branch and the Press publicity secured by Headquarters, the “means test” would have still been in operation and the single men would have not received a penny.

The Association is greatly indebted to those members of the Essex county council who have, throughout, fought for fair treatment for their staff, and, perhaps more than any others, to the mover and seconder of the resolution which resulted in this reasonably satisfactory solution.

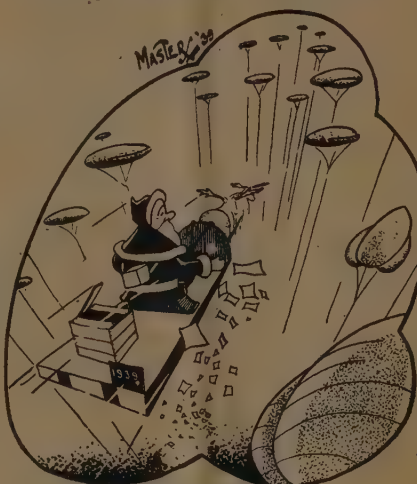
The branch has not secured all it would have liked, but it has obtained far more than, at times, seemed possible in the face of such influential opposition. Its efforts may well prove to be to the benefit of the staffs of other local authorities in Essex who have (in the words of the Editor of the “Essex County Standard”) been “over parsimonious” in this matter.

SUPERANNUATION DECISIONS

Abnormal pressure on space has compelled us to hold out this month the recent decisions of the Minister of Health on appeals submitted to him under the Local Government Superannuation (Administration) Regulations, 1938. These decisions dealt with:

- Service of a transferred rating employee;
- Sum in lieu of transfer value;
- Registration Officer over 55;
- Definition of a part-time officer.

Readers interested may obtain copies from NALGO Headquarters, NALGO Centre, Croyde Branton, Devon.



CHRISTMAS, 1939

suffers hardship by the operation of this scale may apply for special consideration.

Behind this announcement lies a struggle by the local branch and Headquarters—spread over several months—to secure a square deal for those on war service, culminating in a great success for the Association.

On April 21 last the staff of the Essex C.C. were given a written assurance, over the hand of the clerk to the authority, that those volunteering for war service would receive their normal salaries—less Army pay and allowances. But on July 4 the Council revoked this promise and decided to let the question of salaries stand over until war was declared. The NALGO branch at once entered a vigorous protest against this decision, pointing out that 42 officers had already acted upon the promise made to them in April, and stating that it was generally accepted throughout the local government Service that the written word of the clerk of a council, given in the name of the authority, was irrefragable and would in all circumstances be honoured by that authority.

Various interviews between representatives of the branch and the council took place, but despite all appeals and arguments designed to secure the honouring of the promise given, the emergency general purposes committee of the council recommended the council on October 3, to pay nothing to single men and to institute a means test for married men to decide what amount (if any) should be paid in each case to relieve “hardship.”

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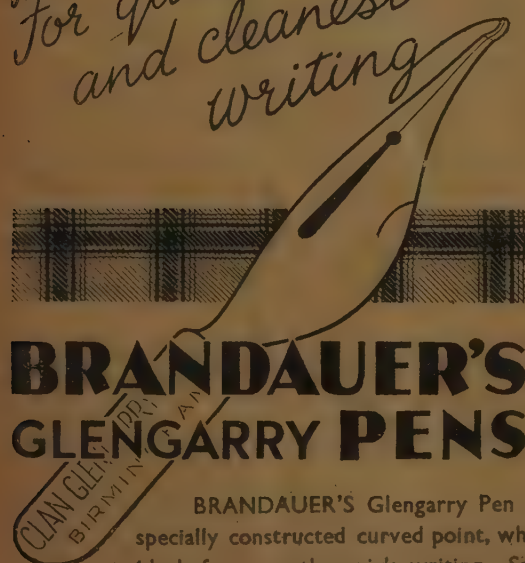
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ADVICE FOR THE CITIZEN

District committees and branches have recently been urged to make contact and plan co-operation with the Citizens' Advice Bureaux, sponsored by the National Council of Social Service, of which there are now about 800 at work all over the country. In these two articles their value, actual and potential, to our public relations policy is stressed.

AN ESSENTIAL SERVICE—FOR THE LIBRARY

By ERNEST WISKER, F.L.A. Branch Librarian, Gillingham

It is to be hoped that the Citizens' Advice Bureaux, which have sprung up all over the country to deal mainly with the difficulties arising from the war, will become permanent features of our civic life. The fact that they are maintained by voluntary effort should not blind local authority members and officials to the need for such advice bureaux as a permanent part of local government.

The principal problems dealt with by the bureaux are questions of evacuation, rent, hire purchase agreements, delay in the payment of separation allowances, and so on. Their work is recognised by the Ministry of Health as of national importance, and it is hoped a small grant will ultimately be made from national funds. As decisions on current problems are made, a central office circulates them immediately to the bureaux, so that they may be clearing houses of sound advice and up-to-date information.

The objects of the bureaux, in general terms, are to give advice to members of the public faced with difficulties of all kinds and to act as a clearing house whence inquiries may be referred to the agencies able to answer them or to give help. To-day, when more and more people are living in towns and cities, and when our lives are more and more regulated by orders from afar, such a service is a necessity, in peace as well as in war. There is practically no class of the community which is not at some time at sea with regard to some rule or regulation issued by local or national authority. I suggest, further, that as such a service is essentially civic, so it is one that should be under the control of and administered by local authorities. It need not mean the creation of a new department—there is already in existence a service which has, to some extent, always acted as a citizens' advice bureau—namely the reference departments of public libraries. These departments could simply widen their scope to become, in effect, the public relations departments of local authorities. Already, I believe, citizens' advice bureaux have been established in public libraries; Salford has several so housed.

A properly equipped and staffed reference library has always acted as an information bureau, providing whatever information has been asked for; and, if this is not possible, either passing the enquirer on to the proper channel or following up the enquiry itself.

In a highly urbanized democratic community, where local government is playing an increasing part in nearly everybody's life, and where the work of local authorities is becoming more and

more everybody's business, a public relations policy could very well be carried through by a citizens' advice bureau. Such a bureau would need to be staffed by trained people, with a knowledge not only of sources of information, but, more important, of the tactful and useful handling of people. Ordinary men and women have much difficulty in voicing their problems clearly and logically, and do not know where and how to apply for the help which in most cases is forthcoming from one source or another. Combined with the ability to elicit the salient facts of the case, tact is essential. In these times, the worker in an advice bureau needs to be conversant with the new Acts passed to mitigate hardship due to the war, with all the provisions for speedy relief of hard cases, and with the best way of obtaining information and advice on, say, legal questions which he himself is unable to deal with offhand.

Public library staffs are practised and expert in dealing with people, and with their enquiries, and should form a nucleus with which to staff these bureaux.

Here is a golden opportunity for

authorities and officials to get that personal contact with the ratepayer in the street, which is so badly needed. Too often the ratepayer's only contact with the body delegated to carry out his wishes is with the office boy over the enquiry counter of a municipal department. However efficient and well meaning the junior staff, the ratepayer is entitled to make contacts with adult and experienced officials, and an advice bureau must not be staffed with any junior Tom, Dick, or Harry who can be spared for a few hours from his clerical duties. Experienced staff must be used. Such officials can rid the public of their horror of the official, and can paint a picture of the local authority as a servant carrying out the wishes of the community with everybody's comfort in mind, rather than as an unpleasant collection of councillors and officials making themselves general nuisances.

On the one hand we find the citizen at sea, in peace time as well as in war time, in an ocean of rules and regulations; on the other hand we find local authority members and officials suffering from the jaundiced views of the ratepayers as to their responsibilities and functions. The citizens' advice bureaux, properly conceived and run, can provide a bridge which will make the official flesh and blood, and the ratepayers an opportunity rather than a nuisance.

HOW OFFICERS CAN HELP THE BUREAUX

By MISS LUCIE R. HOLMAN, F.L.A.

Borough Librarian and Public Relations Correspondent, Heywood.

WITHIN a week of the outbreak of war, the officers of the National Council of Social Service, like many other people, had entirely to change their sphere of activity. A vitally important work, that of providing a dazed populace, bewildered by sudden movement and voluminous new regulations, with information and advice on their newly developed problems, was begun.

It will be obvious to all local government officers, particularly to those in evacuation and reception areas, that this work is closely linked with theirs, and that the setting up of citizens' advice bureaux, must have greatly relieved them of the duty of solving many intricate queries. In Blackpool, an outstanding example of disruption through emergency measures, the bureaux dealt with more than 1,000 questions a week.

Such service, which is a complement to those offered by the municipality, is parallel with that of the public relations work of NALGO. Local government officers can help greatly in the establishment and maintenance of these bureaux. In Lancashire, for instance, it has been possible, through the consideration of municipal officers, chiefly librarians, to

open bureaux immediately the need for their existence was felt. Not only have the municipal officers used their influence to accommodate the bureaux in the public offices, preferably the public libraries, but in many cases they have given the contact officer of the National Council of Social Service, who is a stranger to the town, introductions to the various officials who can be of use, to the public relations correspondent of NALGO, who will act as intermediary, and to suitable voluntary workers who have the ability and necessary interest to carry on the administration of the local bureau. The public relations correspondent can collect, collate, and pass on all local information which is likely to be utilized, and can also give particulars of unanticipated local matters as they occur.

In spite of the fact that the citizens' advice bureaux are being formed to meet a present necessity, the results may be beyond the vision of those engaged in them.

The questions posed will indicate how far public services are meeting the needs of the people and will serve to show in what ways adjustments and alterations are required.

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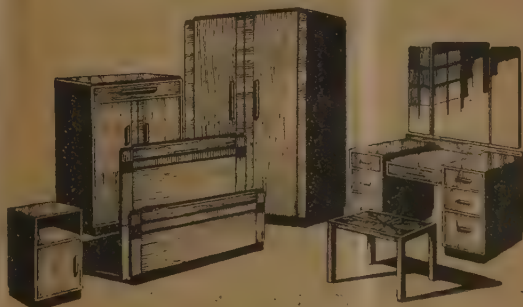
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NO WARTIME CHECK TO SALARIES DRIVE

WAR has failed to check NALGO's steady work for the improvement of the salaries and conditions of service of its members, as the following reports from the districts show:

SOUTHERN REGION

Gloucestershire County Council, on an application by the county officers' branch, has adopted a revised scheme of grading, scales of salaries, and service conditions. Various improvements have been effected and the scheme includes the following scales of salaries.

CLERICAL STAFF
£50 x £12 10s. — £100 x £15 — £235. (To receive £190 after 10 years' service).
£190 x £15 — £295
£250 x £15 — £370
£355 x £25 — £455
Typists, machine operators, library assistants, etc. — £60 x £12 10s. — £160

ARCHITECTURAL, ENGINEERING AND PLANNING STAFFS.
£50 x £12 10s. — £100 x £15 — £235. (To receive £190 after 10 years' service).
£190 x £15 — £295
£250 x £15 — £370
£355 x £25 — £455
£400 x £25 — £500
£450 x £25 — £550

OTHER PROFESSIONAL, ADMINISTRATIVE AND NON-CLERICAL STAFFS.
Dental attendants £80 x £12 10s. — £130
School attendance officers £160 x £15 — £235
Health visitors £180 x £15 — £250
Orthopaedic nurses . . . £200 x £15 — £250
Officers undertaking management of departments £450 x £25 — £550
together with appropriate grades for each specialised post.

The scheme also provides for general conditions relating to qualification of junior entrants, promotion, the filling of vacancies, office hours, overtime, holidays, sickness payments, etc. The provisions with regard to holidays and sickness payments are as follows:

HOLIDAYS
Officers with 25 or more years' service or earning over £455 p.a. . . . 20 working days
Officers with between 15 and 25 years' service or earning between £295 and £455 p.a. . . . 17 working days
Officers with between 10 and 15 years' service or earning between £235 and £295 p.a. . . . 14½ working days
Officers with less than 10 years' service or earning £235 or less . . . 11½ working days
Saturday being reckoned as a half day.
"Service" to mean as an officer of the county council after age 16 or with any other local authority or in any other public capacity.
Additional holiday to members of Territorial Reserve or Defence Forces.

SICKNESS PAYMENTS.
Officers not subject to, or excepted from, national health insurance:
(i) Three months' full salary, afterwards as decided by finance committee.
(ii) Disablement allowance of 7s. 6d. p.w. on cessation of payment of salary or part salary in cases of officers excepted from national health insurance.
Officers subject to national health insurance:
Three months' full salary, afterwards as decided by finance committee; N.H.I. benefit to be deducted.

Bristol.—The divisional officer has conducted a successful grading appeal before the salaries committee on behalf of a member in the haven master's office, resulting in the officer being placed in the next higher grade "C."

Lyme Regis B.C. has adopted a scale of payment of salary during sickness, providing for: 3 months full pay; 3 months half pay; following which all cases are to be considered and further payment is to be at the discretion of the committee.

Watford Corporation, following representations by the branch, has brought into operation staff regulations, the most important provisions of which are:

A Joint Consultative Committee to discuss all matters affecting conditions of employment.
Hours of Duty.—9 a.m. to 5.30 p.m. Monday to Friday, with one and a quarter hours each day for lunch and 9 a.m. to noon on Saturday, with one Saturday morning off in every four.

Overtime.—As far as practicable overtime shall not be worked; but when essential it shall be paid for at the rate of time and a quarter for any period after the first four hours in any week. Payment for overtime shall not apply to officers on special grade (over £425 per annum). These arrangements do not apply to officers attending committee meetings.

Sick Pay.—The council, whilst reserving to itself absolute discretion in all cases will, as a general rule, pay full salary less National Health Insurance benefit (if any).

Holidays.—To be allowed with full pay in accordance with the following scale:

After one complete year's service . . . 12 working days

For each two years of local government service . . . 1 working day additional, up to a maximum of 18 working days.

Officers on special grade (over £425) . . . 18 working days.

Deputy chief officers . . . 21 working days
Chief officers . . . minimum of 24 working days.

During first year of service an officer shall be entitled to holiday with full pay at the rate of one working day for each month or part of a month, from the date of commencement of service up to December 31 following.

No officer's existing position as regards salary or conditions to be prejudiced by the adoption of these regulations.

Plymouth city council, through the report of the special emergency committee, heard how a splendid gesture on the part of the Corporation staff had saved the city several hundreds of pounds.

Between August 19 and September 20, 343 members of the staff worked 13,452 hours overtime. The payment due under the council's regulations for this was £2,327 4s. 5d., but certain members of the staff intimated they did not desire payment. This cut the cost down to £2,031 19s. 7d. Then the branch offered, on behalf of its members, except those in Grades "A" and "B," to accept ordinary time rates of pay, instead of time and a quarter and time and a half, to which they were entitled. This reduced the total by a further £492 9s. 6d. NALGO's offer is in respect of all overtime worked during the war.

Willesden branch, in response to the council's decision to make up the civil pay of staff on war service, has temporarily suspended all claim to overtime pay and Saturday morning leave. The branch has asked, however, that adequate staff shall be provided so that overtime shall be limited as far as possible.

SOUTHERN DISTRICT COMMITTEE

When the Southern district committee met at Reading town hall, on Saturday, October 28, Mr. J. W. Moss, the chairman, referred to the retirement of Mr. Frank Thomas, divisional secretary for the past twenty years, and on behalf of the district committee and branches, wished Mr. Thomas every happiness.

Mr. T. M. Kershaw, Southern Regional Officer, explaining the working of the new scheme of organization, said that it was

COST-OF-LIVING

The average percentage increase in the cost-of-living index figure over the July 1914 level for each of the past six months is:

June	..	53	September	..	55
July	..	56	October	..	65
August	..	55	November	..	69

The percentage increases for the past three months in each of the five groups on which the index figure is based are:

	Sept.	Oct.	Nov.
Food	..	38	50
Rent	..	62	62
Clothing	..	105/110	120/125
Fuel and Light	..	80/85	95
Other Items	..	80	80/85

the intention to give a better service to branches by reducing the area and number of branches covered by one office. The divisional officer would deal with the Southern and South-Western districts.

The new divisional officer, Mr. N. M. Woodcock, reported on the outstanding applications for new or improved salaries scales and expressed the hope that branches would not defer these matters too long. There were many authorities where improvements ought to be effected and definite scales should be adopted wherever possible. Mr. Woodcock mentioned also the action taken by various authorities under the Local Government Staffs (War Service) Act, 1939, and stressed the need for action where the local authority had not decided to make up war service pay.

A letter from the staffs secretary of the National Whitley Council, regarding consultations between that Council and the Ministry of Labour, was considered. The National Council desired all applications relating to salaries and service conditions to be considered by it in the first instance, and wanted all authorities in areas not covered by a Provincial Council to be invited to consult it before changes were made. The district committee, agreed to the suggestion that a letter, signed by the employers' side secretary, be sent to each council.

NORTH-WESTERN AND N. WALES

Flint C.C.—The council has decided to pay a travelling allowance at the rate of £10 p.a., with effect from April 1, 1939, to school attendance officers, and to substitute a similar allowance for the former arrangement of providing a cycle and £3 p.a. allowance to health visitors and school nurses.

Bury.—The council's emergency sub-committee has decided to pay salary in lieu of holidays to members of the staff prevented by the emergency from having their holidays.

Union of Lancashire and Cheshire Institutes has provided for the retirement of staff on superannuation, by arrangement with an insurance company.

Atherton.—On the application of the Association, the council has agreed to increase the salary of the assistant collector from £217 10s. to £227 10s., with a further advance of £7 10s. at the end of twelve months.

SCOTTISH NOTES

SEVERAL important questions were considered at a well-attended meeting of the Scottish Emergency Committee on October 28, at which Mr. A. G. M. Archibald presided. They included:

Overtime.—Discussion showed that the position varied greatly amongst local authorities, and even in different departments of the same authority. Members were divided as to the action to be taken. Some thought that no claim for overtime could be made, but that, for health reasons, they should ask for time off in lieu of overtime. They argued that it was unreasonable to ask a man who had been on duty all night to continue his work all next day. Others held that a definite scale of overtime payment should be allowed where overtime work seemed likely to continue. The question of a sustenance allowance to those who could not conveniently get home for meals also called for action in certain places. It was finally agreed that a comprehensive report should be prepared for submission to the next meeting.

Supplementing War Service Pay.—In November we reported the decision of a joint meeting of both the staff Whitley Council and the workmen's council on this subject, and at the emergency committee meeting the divisional secretary reported the course of the negotiations. He stated that the representatives of the association on the joint council had claimed full civil pay, but that this claim had been so stoutly opposed on the employers' side by the representatives of Glasgow and Dundee town councils that it became evident that we should have to compromise. The Glasgow representative proposed the giving of anything at all to single men without dependants, but finally agreed to a compromise which would allow their war service pay to be made up to 40 per cent of their civil pay. The employees' side reluctantly acquiesced in the arrangement. They were faced with the alternative of no recommendation whatever being made, and it was well known that, without a recommendation, several councils would make no supplementary payment.

Mr. Brodie, one of our representatives on the Whitley Council, emphasised the difficulties the employees' side had to contend with. While he thought that we had made the best arrangement possible at the moment, he suggested that we take the first opportunity of raising the question fresh. We were not, of course, the only one concerned, but he thought we ought to get agreement on the employees' side for the re-opening of the question. Mr. Ferguson spoke on similar lines, and there was general agreement that this was desirable.

Cost-of-Living.—The secretary reported that Headquarters was taking joint action with the civil servants in this matter. It was agreed that, whatever action was taken should be through the Whitley Council, and that the matter should be considered afresh at the next meeting, when the cost-of-living figures for October would be available.

Dundee and War Pay

Despite Dundee's affiliation to the Whitley Council, there was a strong movement in the council, supported by the local Press, not to approve of the



"Compliments of the Season, Sir, from The Wardens"

award on supplementing war service pay. The divisional secretary interviewed the Lord Provost's committee and, although there was a majority of one against him at that meeting, the full council rejected the committee's recommendation and approved of that adopted by the Whitley Council.

Sectional Salary Scales

The war has considerably hampered our activities in getting scales adopted for several classes of officials, such as registrars, librarians, and inspectors of weights and measures. Fortunately, before the outbreak of war, we had a basic scale approved for sanitary inspectors, and it is pleasing to note that this scale is being fairly generally adopted by local authorities. The position now, however, is that the representatives on the employers' side of the Whitley Council are so busily engaged that they find difficulty in attending the council's meetings, and are disinclined to attend any not directly connected with war problems. We are, however, urging the employers' side to take up the case of the sectional societies. They can assure these societies that, although there has been delay in dealing with their cases, the fault is not ours, and that they have certainly not been forgotten.

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392 AUTHORITIES NOW MAKING UP PAY

UP to the time of going to press, 569 local authorities had reached decisions on supplementing the pay of members of their staffs on war service. The decisions reached were:

	No.	Per cent
To make up balance of civil pay	392	69
To make qualified payments	129	23
To make no payments	48	8

The following list gives the additions to that published in the November number of LOCAL GOVERNMENT SERVICE.

ENGLAND AND WALES

Authorities Making Up the Whole of the Balance of Civil Pay.

COUNTY COUNCILS

Cumberland	Isle of Wight	Folk
Huntingdon	Lancashire*	Worcester

COUNTY BOROUGHES

Bootle	Canterbury	Wolverhampton
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METROPOLITAN BOROUGHES

Wandsworth

BOROUGHES

Andover	Dover	Reigate
Bacup	Hendon	Shrewsbury
Barry	Lancaster	Swindon
Bexhill	Monmouth	Weston-super-
Carmarthen	Penge	Mare*
Chelmsford	Penzance	Worthing
Crosby*	Radcliffe	Yeovil
Dartford		

URBAN DISTRICT COUNCILS

Aireborough	Dalton	Keynsham
Audenshaw	Denton	Leatherhead
Bridgend	Formby*	Litherland*
Brigg	Friern Barnet	Long Eaton
Cambourne	Gainsborough	Orpington
Redruth*	Golborne	Rishton
Chertsey	Hadleigh*	Runcorn
Cheshunt	Hale	Sittingbourne
Chigwell	Harrow*	Skelmersdale
Colne Valley	Hemsworth	Ulverston
Connah's	Herne Bay	Wednesfield
Quay	Hitchin	Whaley Bridge
Coulsdon &	Hornchurch	Whitstable
Purley	Huyton-w-	Wirksworth
Cwmbran*	Roby	Wirral

RURAL DISTRICT COUNCILS

Alton*	Lexden &	Romsey*
Atcham	Winstree	Rotherham
Axbridge	Long Ashton	Saffron
Barnet	Lunesdale	Walden
Braintree	Macclesfield	Swale
Bridge-Blean	Malton	Tarvin
Clitheroe	Meriden	Warrington
Clutton	Mildenhall*	West Lanes
Cookham	Newton	Wincanton
Crediton	Abbott*	Wycombe
Doncaster	Preston	

OTHER AUTHORITIES.

Dearne District Electricity Board.
Durham County Water Board.
Hemsworth and Wombwell Joint Hospital Committee.
Southport and District Water Board.

* Applies to men in H.M. Forces only

Authorities Which Will Make Qualified Payments.

COUNTY COUNCILS.

Caernarvonshire—Each case considered on merits.

Kesteven—Difference between Service and civil pay, less 16s. p.w. to staff who joined H.M. Forces, other than militia, before September 11.

Leicestershire—Special committee to consider alleviation of hardship.

Nottinghamshire—Each case to be considered on merits; where no other payment made, council will pay officer's contribution to superannuation fund.

Shropshire—MARRIED MEN: Difference between civil pay (after deduction of superannuation contributions) and Service pay. SINGLE MEN: Difference between half civil pay (after deducting superannuation contributions) and Service pay. Cases of exceptional hardship to be considered on merits.

Staffordshire—MARRIED MEN: Salary not exceeding £200 p.a.—difference between Service and civil pay; salary between £200 and £500, difference between Service pay and three-quarters civil pay; with salary exceeding £500, difference between Service pay and two-thirds civil pay; provided that no married man shall receive less than he would have received had his salary been the maximum of the next lower division on the scale. SINGLE MEN WITH DEPENDANTS: Cases of hardship to be considered on merits. SINGLE MEN WITHOUT DEPENDANTS: Difference between Service pay and half civil pay, provided that in no case will payment exceed £50 p.a.

COUNTY BOROUGHES

Bournemouth—MARRIED MEN: With salary £260 or less—difference between civil and Service pay; with salary over £260 such sum as may be determined by the Council. SINGLE MEN: No payment unless dependants, or hardship proved. Where no other payment made the council will pay the officer's superannuation contributions. Applies to men in H.M. Forces only.

GOOD—BAD—AND INDIFFERENT

The following table shows the numbers of authorities of each class making up pay in full, making qualified payments, and making no payment, at the time of going to press:

England and Wales	Making up Full Pay	Qualified Payments	No Payment	Total
County Councils	24	28	1	53
County Boroughs	47	17	4	68
Met. Boroughs	16	—	—	16
Boroughs	107	28	11	146
U.D.C's	109	21	21	151
R.D.C's	61	20	8	89
Other Authorities	13	—	—	14
Scotland				
County Councils	5	3	2	10
Burghs	9	10	1	20
Other Authorities	1	1	—	2
Totals	392	129	48	569

Coventry—OFFICERS JOINING FORCES BEFORE 1-9-39: Civil pay less Service pay and allowances (including 10s. 6d. p.w. for food).

OFFICERS JOINING FORCES AFTER 1-9-39: MARRIED MEN:

Civil pay less Service pay and allowances (including 10s. 6d. p.w. for food), less superannuation contribution. SINGLE MEN:

Half the net sum payable to a married man without children receiving the same salary as the single man.

In all cases salary in excess of £300 p.a. will be disregarded.

OFFICERS IN FULL-TIME CIVIL DEFENCE: Civil pay less civil defence pay.

WOMEN OFFICERS:

Same allowance as payable to single men volunteering or called up after 1-9-39. Cases of hardship to be considered.

Norwich—Civil pay less Service pay plus allowances and 10s. p.w. for food to men in H.M. Forces only.

Nottingham—MARRIED MEN: Five-eighths ordinary pay, with a minimum of £2 10s. p.w. and maximum of £5 p.w., including war service pay and allowances. SINGLE MEN: Payment only in case of proved hardship. Applies to men in H.M. Forces only.

Oxford—MARRIED MEN: Difference between Service and civil pay, less personal maintenance on following scale:

Salary not exceeding £200, 7s. 6d. p.w. Salary between £200 and £300, 10s. p.w. Salary exceeding £300, 12s. 6d. p.w.

Provided that the additional deduction beyond 7s. 6d. p.w. shall in no case be more than the weekly value of the sum by which the salary or wages exceed £200. SINGLE MEN: As for married men, subject to further deduction of a sum equal to one-third of normal civil pay. In no case will such payment be less than 2s. 6d. p.w. Payments to dependants continued for 13 weeks (26 weeks in approved cases) in case of death on war service.

Southend-on-Sea—MARRIED MEN: Civil pay less Service pay and allowances.

UNMARRIED MEN WITH DEPENDANTS:

Three-quarters civil pay less Service pay and allowances.

UNMARRIED MEN WITHOUT DEPENDANTS:
Half civil pay less Service pay and allowances.

Position to be reconsidered in April, 1940.

Walsall—MARRIED MEN:

Salary not exceeding £250 p.a.; civil pay less Service pay and allowances (including 10s. p.w. for food, etc.); salary exceeding £250: £250 p.a. less Service pay and allowances (including 10s. p.w. for food, etc.).

SINGLE MEN WITH DEPENDANTS:

Each case considered on its merits.

Scheme to be reviewed in April, 1940.

West Bromwich—MARRIED MEN: Difference between civil and Service pay.

SINGLE MEN: Difference between Service and civil pay, less 10s. p.w. Maximum

payment in all cases not to exceed £250 p.a. Applies to men in H.M. Forces only.

West Hartlepool—Difference between Service and civil pay, less 10s. 6d. p.w.

BOROUGHES

Barking—Difference between civil pay, up to maximum of £210 p.a., and Service pay, to men in H.M. Forces only.

Batley—A.M.C. recommendations adopted, except that 7s. p.w. will be deducted for food.

Cambridge—Balance of civil pay for employees who joined Forces before 13-9-39; no general resolution for employees who joined or were called up after that date, but cases of hardship to receive consideration.

Colchester—MARRIED MEN: Difference between Service and civil pay. **SINGLE MEN AND WOMEN:** Difference between

Service and half civil pay. **SINGLE MEN AND WOMEN WITH DEPENDANTS:** Difference between Service pay and 75 per cent of civil pay. Applies to officers in H.M. Forces only.

Hereford City—County Councils Association recommendations.

Hythe—Each case considered on its merits.

Leigh—MARRIED MEN: Difference between civil and Service pay. **SINGLE MEN:** Each case considered on merits. Applies to men in H.M. Forces only.

Lewes—Difference between 80 per cent of civil pay and Service pay.

Maldon—MARRIED MEN: Difference between civil and Service pay. **SINGLE MEN:** Half civil pay.

Mansfield—MARRIED MEN AND SINGLE MEN WITH DEPENDANTS: Difference between Service and civil pay, less 12s. 6d. p.w., provided that when such difference exceeds £200 the case be specially considered. **SINGLE MEN WITHOUT DEPENDANTS:** Nothing.

Morecambe and Heysham—Cases of hardship to be considered. Council to pay officers' superannuation contributions.

Morley—Civil pay less Service pay and allowances (including 10s. 6d. p.w. subsistence allowance). Position to be reviewed in April, 1940.

Redcar—Difference between Service and civil pay for three months in any twelve months.

Romford—Difference between Service and civil pay, provided that in the case of a married man the council grant, plus Service pay, shall not exceed £250 p.a., and in the case of a single man £150 p.a. Cases of single men might receive special consideration.

Sale—Each case to be considered on merits. Scarborough—Civil pay less Service pay and allowances, less the following deductions:

MARRIED MEN WITH NO CHILDREN AND SINGLE MEN, 10s.; MARRIED MEN WITH 1 CHILD, 7s. 6d.; MARRIED MEN WITH 2 CHILDREN, 6s.; MARRIED MEN WITH 3 CHILDREN, 5s.; and a further deduction of 6d. for each additional child.

Stafford—MARRIED MEN: Difference between civil and Service pay. **SINGLE MEN:** Difference between civil and Service pay, less 10s. p.w.; maximum pay deemed not to exceed £300 p.a. for married men and £250 for single men. **SINGLE MEN WITH DEPENDANTS:** Each case to be considered on merits

Weymouth—MARRIED MEN: Difference between civil and Service pay, less 10s. p.w. **SINGLE MEN:** Half difference between civil and Service pay, less 10s. p.w. **SINGLE MEN WITH DEPENDANTS:** Each case considered on merits.

Widnes—MARRIED MEN: Difference between Service and civil pay, less 10s. p.w. **SINGLE MEN:** Half that sum. Payments extended for 26 weeks in case of death on war service.

URBAN DISTRICT COUNCILS

Addington—Cases to be dealt with as they arise.

Blaydon—All officers: with salary not exceeding £200 p.a.—half civil pay, provided that, together with Service pay, does not exceed full civil pay; with salary exceeding £200—difference between Service pay and £200.

NALGO BUILDING SOCIETY STARTS BUSINESS AGAIN

The Nalگو Building Society is making advances of amounts not exceeding 75% of the value of property or the purchase-price, whichever be the lower. The rate of interest is 5% whatever the amount advanced.

The term of mortgages may still be spread over a period up to twenty-five years, if desired.

The committee—composed of your

colleagues—which controls the Society, is closely watching the position and will increase the amount of advances and reduce the rate of interest as soon as circumstances permit.

You can rely upon them to give you the fairest possible deal.

Write for full particulars to the

NOW, ADVANCES OF
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INVESTMENTS STILL BEING ACCEPTED

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Write for full details of "NBS Advances" or "NBS Investments" to Nalگو Building Society, NALGO Centre, Croyde, Braunton, Devon

Bletchley—MARRIED MEN: Difference between civil and Service pay. SINGLE MEN: Each case considered on merits.
Brierley Hill—Each case considered on merits.

Darton—Difference between Service and civil pay, less 15s. p.w.

Ellesmere Port—Difference between Service and civil pay, less 15s. p.w.

Fareham—MARRIED MEN: Difference between Service and civil pay, less 12s. 6d. p.w.; provided no allowance exceeds following scale:

Married men without children, 20s. p.w.

Married men with one child, 26s. 6d. p.w.

Married men with two children, 32s. 6d. p.w., and 3s. p.w. in respect of each child after the second. SINGLE MEN:

No allowance except to son who is sole support of widowed mother, or in similar exceptional circumstances.

Fulwood—Consideration for cases of hardship.

Ruislip and Northwood—MARRIED MEN: Civil pay less Service pay and allowances;

SINGLE MEN: Difference between Service pay and half civil pay.

Scalby—Each case considered on merits.

Sowerby Bridge—MARRIED MEN: 10s. p.w. SINGLE MEN: 5s. p.w., provided total Service pay, plus £1 p.w., plus council's grant does not exceed normal civil pay.

Spalding—Each case considered on merits.

Whitfield—Difference between Service and civil pay, less 10s. p.w. for married men and 15s. p.w. for single men in H.M. Forces only.

Woking—MARRIED MEN: Difference between Service and civil pay. SINGLE MEN: The same, less 17s. 6d. p.w.

RURAL DISTRICT COUNCILS

Bakewell—Each case considered on merits; civil pay made up in two cases already considered.

Barnstaple—Difference between Service and civil pay, less 10s. 6d. p.w.

Blackburn—Cases to be dealt with as they arise.

Chelmsford—MARRIED MEN: Difference between Service and civil pay; SINGLE MEN: Half civil pay.

Docking—Each case considered on merits.

Flaxton—Each case considered on merits.

Guildford—MARRIED MEN: Difference between Service and civil pay; SINGLE MEN: Half difference between Service and civil pay.

Gwyrfa—Each case to be considered on merits.

Maldon—MARRIED MEN: Difference between Service and civil pay; SINGLE MEN WITH DEPENDANTS: Difference between Service and civil pay; SINGLE MEN WITHOUT DEPENDANTS: Half-pay.

Malling—Each case considered on merits.

Newton Abbott—Difference between Service and civil pay, less 10s. p.w.

Newton Pagnell—MARRIED MEN: Difference between Service and civil pay; SINGLE MEN WITH DEPENDANTS: Each case considered on merits.

St. Germans—Each case considered on merits.

Scarborough—Each case considered on merits.

Skipton—MARRIED MEN, WIDOWERS, and SINGLE MEN WITH DEPENDANTS, with basic salaries not exceeding £250 a year: Difference between Service pay and 4-5ths civil pay.

Tendring—Each case considered on merits.
Yeovil—Each case considered on merits.

OTHER AUTHORITIES.

River Wye Catchment Board—UNMARRIED MEN: Without dependants: 10 per cent of civil pay up to a maximum of

ON THE BLACK LIST

The following local authorities have ignored the appeal made by the Minister of Health for a "fair and reasonable" interpretation of the "gentlemen's agreement" for the making-up of war Service pay. They feel under no obligation to employees fighting for the civilization for which they stand and they are paying those employees nothing:

ENGLAND AND WALES

COUNTY COUNCILS

Lindsey

COUNTY BOROUGHs

Bolton Bury Grimsby

Merthyr Tydfil

BOROUGHs

Brighouse Nelson Sale

Congleton New Romney Stamford

Dunstable Poole Todmorden

Kidderminster Saffron Walden

URBAN DISTRICTS

Ashton-in-Frinton Pontypridd

Makerfield Walton Portland

Barnoldswick Gt. Harwood Poulton-le-Fylde

Barrowfield Littleborough Fylde

Bingley Little Lever Rainford

Brierfield Maltby Skegness

Castleford Millrow Skipton

Ebbw Vale Oswaldtwistle Walton-le-Dale

RURAL DISTRICTS

Cardiff Easington Wadebridge

Congleton Garstang Wakefield

Durham Oswestry

SCOTLAND

East Lothian C.C. Dumfries C.C.

Dunfermline Burgh

Officers seeking new appointments will, no doubt, keep these authorities clearly in mind.

£36 p.a.; with dependants: Each case considered on merits. MARRIED MEN: Salary not exceeding £100 p.a.—civil pay less Service pay; salary between £100 and £200—five-sixths civil pay, less Service pay; salary between £200 and £300—four-fifths civil pay, etc.; salary between £300 and £400—three-fourths civil pay, etc.; salary exceeding £400—each case considered on its merits. Provided no employee shall receive less than he would have received had his salary been the maximum of the next lowest grade. Position to be reviewed 31-3-1940.

SCOTLAND

Authorities making up the whole of the balance of civil pay.

Inverness County Council. Edinburgh Burgh.

Authorities making qualified payments.

COUNTY COUNCILS

Aberdeen—MARRIED MEN: Difference between Service and civil pay; SINGLE

MEN: Difference between Service and civil pay, less 10s. p.w.

Midlothian—Half civil pay, provided Service pay plus Council's payment does not exceed civil pay.

Perth—MARRIED MEN AND SINGLE MEN WITH DEPENDANTS: 75 per cent of civil pay plus children's allowances, less Service pay and allowances; SINGLE MEN WITHOUT DEPENDANTS: 40 per cent of civil pay less Service pay and allowances.

BURGHs

Dundee, Falkirk, Kilmarnock, Kirkcaldy—Scottish Whitley Council Scale—MARRIED MEN AND SINGLE MEN WITH DEPENDANTS: 75 per cent of civil pay plus children's allowance for married men less Service pay; SINGLE MEN: 40 per cent of civil pay less Service pay.

Greenock—Same as Perth C.C.

Rothsay—MARRIED MEN AND SINGLE MEN WITH DEPENDANTS: Civil pay less Service pay and allowances; SINGLE MEN WITHOUT DEPENDANTS: Superannuation contributions paid only.

NOTE.—Service pay includes all allowances unless otherwise stated.

AMENDMENTS TO NOVEMBER LIST

Cardiganshire C.C.—Delete from list of authorities making no payment.

Middlesbrough C.B.—Delete from list of authorities making up balance of pay.

West Bromwich C.B.—Delete from list of authorities making up balance of pay.

West Hartlepool C.B.—Transfer from list of authorities making up balance of pay to list of authorities making qualified payments. (See this list.)

Boston B.—Delete from list of authorities making up balance of pay.

Chorley B.—Delete from list of authorities making up balance of pay.

Morecambe B.—Transfer from list of authorities making up balance of pay to list of authorities making qualified payments. (See this list.)

Nelson B.—Transfer from list of authorities making up balance of pay to list of authorities making qualified payments. (See this list.)

Redcar B.—Transfer from list of authorities making up balance of pay to list of authorities making qualified payments. (See this list.)

Tamworth—Delete from list of authorities making up balance of pay.

East Grinstead U.D.—Is making up balance of pay to staff in H.M. Forces only.

Saffron Walden U.D.—Transfer from list of R.D.C.'s to list of U.D.C.'s, making up pay.

Cuckfield R.D.—Is making up pay to staff in H.M. Forces only.

NALGO MOTOR CAR AND CYCLE POLICIES

War Risks Excluded

BY a condition of the NALGO motor-car and motor-cycle policies underwriters do not accept responsibility for any consequence directly or indirectly (except in so far as is necessary to meet the requirements of the Road Traffic Acts attributable to war, invasion, acts of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, or military or usurped power or the destruction or appropriation of property by order of any Government or public authority. The NALGO policies are not peculiar in this respect, since all motor policies exclude these risks, and all present no underwriters or insurance offices are prepared to accept them.

If it should later be found possible to give cover, members will be notified.

WHERE DO THESE XMAS HAMPERS COME FROM ??

Every year nearly 300 people who have no money to buy Christmas fare receive a hamper from the NALGO Benevolent and Orphan fund.

They are the needy widows and orphans of members of NALGO and members themselves in straitened circumstances through no fault of their own. Every case is genuine, each thoroughly investigated, and an appropriate selection of goods sent. The war is having an adverse effect on the income of the fund, since members have less time for money-raising efforts. But hampers will still be expected this Christmas by hundreds of eager youngsters and mothers anxious lest their children should have to "go without."

Who pays for the hampers? In past years you have done so, by giving generously to the Benevolent and Orphan fund. Won't you help again this year?

Please spare a little of your Christmas cheer for another home where it is urgently needed by sending your donation—however small—to the Christmas Hamper Fund.

We know times are not easy, but . . . Anyway, a Happy Christmas!

WON'T YOU HELP TO SUPPLY ONE?

The Answer is:
FROM YOU



**TO THE
NALGO BENEVOLENT & ORPHAN FUND**
NALGO CENTRE, CROYDE, BRAUNTON, DEVON

Here is a donation of £ s. d. for the Xmas Hamper Fund.

Name.....

Address.....

Branch.....

EMERGENCY COMMITTEE AT WORK ON BIG WAR PROBLEMS

FURTHER progress in solving the many problems war has brought to NALGO was made by the emergency committee of the National Executive Council at meetings held on October 21, November 11, and November 20. Questions discussed and decisions reached included:

Whitleyism

The general secretary submitted a detailed report on the present position of Whitleyism in local government. This showed that there were now 11 provincial councils in operation, covering 41 administrative counties in England and Wales, in addition to the Scottish Whitley Council. Only five provincial councils—North and South Metropolitan, South Midland, Western and South Western—covering the whole or parts of fifteen counties, had still to be formed.

An analysis of the position of local authorities in each of the provincial council areas gave the following figures:

West Riding		
Type of Authority	Members	Non-members
County Councils	—	1
County Boroughs	7	3
Boroughs	8	3
Urban Districts	42	15
Rural Districts	11	10
Total	68	32
Lancashire and Cheshire		
County Councils	2	—
County Boroughs	20	3
Boroughs	32	3
Urban Districts	81	12
Rural Districts	12	13
Total	147	31
East Midlands		
County Councils	—	9
County Boroughs	3	3
Boroughs	7	12
Urban Districts	25	31
Rural Districts	3	46
Total	38	101
West Midlands		
County Councils	—	5
County Boroughs	4	6
Boroughs	16	13
Urban Districts	11	26
Rural Districts	7	39
Total	38	89
Eastern		
County Councils	—	9
County Boroughs	2	2
Boroughs	7	19
Urban Districts	11	52
Rural Districts	6	57
Total	26	139
London		
Metropolitan		
Borough Councils	23	5
Total	23	5
Middlesex		
County Council	—	1
Borough Councils	8	6
Urban Districts	7	4
Total	15	11
Southern Home Counties		
County Councils	—	4
County Boroughs	1	3
Boroughs	4	25
Urban Districts	9	21
Rural Districts	7	23
Total	21	76

North Wales

Type of Authority	Members	Non-members
County Councils	—	6
Boroughs	3	11
Urban Districts	5	22
Rural Districts	3	18
Total	11	57
South Wales		
County Councils	1	6
County Boroughs	2	2
Boroughs	4	13
Urban Districts	15	32
Rural Districts	4	31
Total	26	84

In the 12 existing councils (including Scotland) NALGO holds 198 out of 269 staffs' side seats—74 per cent. Apart from North Wales, the National Executive Council of NALGO has at least one representative on each of the provincial councils. Altogether, 35 members of the N.E.C. sit on provincial Whitley Councils. NALGO holds 25 out of 33 seats—75 per cent—on the staffs' side of the National Whitley Council.

The report also detailed the method of election of representatives on the staffs' side of each of the provincial councils, and the committee considered possible alteration of the model rules for district committees designed to secure greater uniformity.

The chairman, Mr. A. A. Garrard, reported that the executive committee of the National Whitley Council had decided on November 20 that a letter should be sent by the employers' side to all local authorities not covered by provincial councils, directing their attention to the Whitley machinery in existence, urging its importance upon them, and informing them of the views of the Ministry of Labour supporting Whitleyism.

The committee felt it essential to impress upon the Government as well as upon local authorities its view that many of the Service problems which had become pressing since the war would never have arisen had Whitley machinery been fully effective on a national scale, and that only through such machinery could the other problems war will bring be satisfactorily solved. It was therefore decided to send the strongest deputation NALGO could assemble to urge the Association's policy on the Minister of Health.

General Organization

The organising secretary reported on action taken to:

- Secure wide adoption of the permissive clauses of the Local Government Staffs (War Service) Act, 1939, including letters to every county council, Parliamentary action, approaches to Government Departments, and assistance to branches.
- Meet the rise in the cost of living, including co-operation with the civil service and completion of the inquiry initiated in conjunction with civil servants and teachers.
- Extend Whitley machinery, including approaches to district committees in areas without provincial councils, asking them to agree to the National Whitley Council inviting each local authority in their areas to consult the National Council before making any alterations in staff conditions of service.
- Solve current service conditions and problems.

It was also reported that, in the first two months of the war, divisional secretaries had attended 58 meetings of branches and district committees, 30 meetings of Whitley Councils and 24 deputations to local authorities, and had conducted 522 visits and interviews.

It was stated that there were a number of conscientious objectors among NALGO members. The general secretary had written to the Minister of Health, urging him to consider suggesting to tribunals that in excusing local government officers from combatant service, they should regard the continuance of their work in local government as being of national importance. The committee decided that, whilst every assistance should be given by the Association's staff to conscientious objectors, it was neither necessary nor desirable that they should be accorded legal aid by the Association.

Law and Parliamentary

The general secretary reported, on action taken to protect the interests of officers prejudiced by the postponement of local elections and the preparation of registers of electors and jurors' books under the Local Elections and Register of Electors (Temporary Provisions) Bill, 1939. This action included:

- Letters to the Home Office and the Ministry of Health pointing out that this postponement would involve a large number of local government officers in financial loss, sometimes considerable, and suggesting amendments to provide for the payment of compensation to such officers.
- An interview at the Home Office to put NALGO's case in detail and to urge, in addition to compensation, some provision against the prejudicial effect of loss of remuneration upon an officer's superannuation rights; and
- A statement of the Association's attitude by Mr. Dingle Foot, M.P., on the Committee stage of the Bill in the House of Commons.

Although, in view of the need for speedy passage of the Bill, the suggested amendments were not included, the Under-Secretary for the Home Department in the House, and the Minister of Health in a letter, had promised further consideration of the points raised.

The legal secretary reported on 297 legal cases dealt with since the July meeting of the Law and Parliamentary committee.

Public Relations

The public relations officer reported on the following propaganda activities:

War Service Pay—Many letters had been written to newspapers, at the request of branches whose authorities had not reached a decision or seemed likely to refuse to make up pay in full. A special campaign had been carried on in Essex, with good effect.

Whitleyism—In addition to the article in the November number of LOCAL GOVERNMENT SERVICE, material urging the extension and wider use of Whitley machinery had been supplied to, and used by, other journals.

Citizens' Advice Bureaux—Co-operation had been established with the National Council for Social Service, and district committees and branches had been asked to make contact with the Citizens' Advice Bureaux in their areas. Simultaneously, officials of the Bureaux had been invited

to seek the aid of NALGO branches in developing their services.

General Propaganda—Branch secretaries and public relations correspondents had been urged to make the fullest use of the opportunities presented by the war for expanding the public relations policy, and had been advised on suitable propaganda methods.

The committee passed a resolution expressing the view that it was vitally important that the public relations campaign and the official journal should be conducted even more vigorously during the war than in time of peace.

Education

The education secretary reported that 25 candidates had been entered for the intermediate and five for the final examinations to be held on December 13, 14, and 15. The work of the Correspondence Institute was being continued, and full courses for most of the local government examinations were available for the many students still able to continue study. The committee decided that:

Candidates referred in certain subjects in the intermediate examination and prevented by the war from taking them again within the next 12 months, should be allowed to present themselves for examination in those subjects at the conclusion of the war, or earlier if desired. Students prevented by the war from completing their courses should have a proportion of their fees refunded; Students awarded scholarships but prevented by the war from beginning their studies, should be allowed to hold the scholarships in abeyance for the time being.

Where university courses have been continued in the expectation of a NALGO grant the usual grant be made.

Holiday Centres

The special activities secretary reported that all the evacuee school children had now been removed from Cayton Bay Holiday Centre and from Cefn-y-Mynach private hotel. The committee decided that damaged equipment should be replaced and normal maintenance work completed at Cayton Bay in the hope of being able to open the centre for members next year.

Benevolent and Orphan Fund

In view of the difficulties of catering firms in preparing Christmas hampers, it was decided to ask district committees to make themselves responsible for providing Christmas fare for the beneficiaries who would normally receive hampers.

National Executive Council

It was agreed that a full meeting of the National Executive Council—the first since the war—should be held in London on December 16. It will be asked to consider its future meetings, the constitution of the emergency committee in the meantime, and the possibility of holding a modified annual conference in 1940.

Mr. J. H. Warren

At the request of the North Western district committee it was agreed that Mr. J. H. Warren should continue his membership of the N.E.C. notwithstanding his transfer from Earlestown to the town clerkship of Slough.

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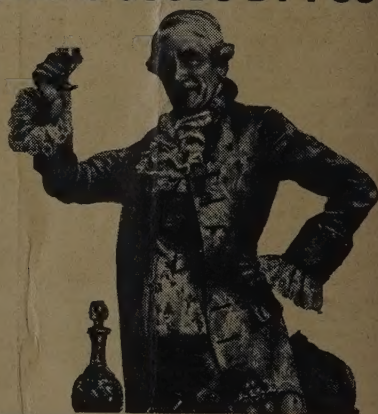
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